

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Social Services Supervisor	<u>CLASS NUMBER:</u> 70205	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N15	<u>POSITION CONTROL #:</u> 082300
<u>POSITION LOCATION:</u> 80 E. Fulton Street Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, Programming (081010)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Grant Support Officers (TBD) Social Program Developer (TBD)		

CLASSIFICATION PURPOSE:

The primary purpose of the Social Service Supervisor classification is to supervise and train an assigned staff and oversee the assigned unit.

JOB DUTIES:

Supervise assigned staff. Assign and monitor completion of tasks. Develop and maintain relationships with a variety of community and government partners. Ensure child support services are offered to clients of community partner agencies, when requested. Ensure CSEA participation and provide services at/for a variety of community events. Lead preparation and event management for the Franklin County Empowerment events.

Manage distribution of materials in the lobby and other areas of the building. Add and delete materials as needed to the Resource Data Base. Update the agency website and disseminate information about upcoming events and services to benefit clients. Write and/or supervise preparation of material for publicity or educational purposes. Provide information, presentations, and training to interested groups, organizations, agencies, and individuals. Assist in grant proposal preparation as required. Develop innovative marketing strategies. Participate in strategic planning committees and sub committees.

In conjunction with Employee Development Administrator, provide employee workshops and trainings regarding family safety in the child support setting, the use of behavioral science in client interactions, and the implementation of procedural justice principles in all client transactions to ensure best practice.

Prepare and issue performance evaluations. Interview and select new hires. Conduct unit meetings, and volunteer meetings. Attend relevant agency meetings. Participate in meetings with contracted providers, other community agencies, and training sessions as necessary. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervision; public relations; office management; office practices and procedures; agency policy and procedures; counseling; interviewing; social sciences. Skill in equipment operations. Ability to apply principles to solve practical, everyday problems; add, subtract, multiply and divide whole numbers; prepare meaningful concise and accurate reports; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in social work or related field with three (3) years of social work, case management, or related experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification is required

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date