

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

<u>CLASSIFICATION TITLE:</u> Social Service Supervisor	<u>CLASS NUMBER:</u> 61113	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<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> 102340
<u>POSITION LOCATION:</u> 1721 Northland Park Ave, Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, Childcare (102300)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Social Service Specialist (102344) (102347) (102348) (102349)		

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 childcare licensing staff. Oversee the process of pre-licensing and ongoing licensing requirements for childcare home providers in conformance to federal, state, and county childcare regulations, policies, procedures and current child development theory. Assist in interpreting new and existing regulations regarding licensure of childcare home providers and various other governmental or agency policies. Provide guidance to staff and technical assistance to childcare home providers in difficult or emergency situations; conduct conflict resolution conferences with providers; interpret child development concepts and governmental regulations to licensure specialists and childcare providers.

Monitor record keeping and office practices for the licensing unit; assign and distribute work; review worker's reports and correspondence; assess worker's progress and set expectation guidelines; conduct performance evaluations; and provide initial and ongoing training for assigned staff on aspects of the job. Participate in the planning, coordination and supervision of county or ODJFS required in-service training for home childcare providers; and conduct staff meetings and in-service training for licensure staff.

Formulate unit procedures. Recommend operational changes as appropriate. Initiate and reevaluate unit policies and procedures to improve efficiency and production levels to maintain appropriate information flow and communication with the staff. Analyze directives from federal and state levels for implementation; prepare routine (e.g. weekly, monthly, and annual) statistical reports on home provider activities. Interview and select new hires. Conduct unit meetings, attend agency meetings, participate in meetings with contracted providers, other community agencies, and training sessions as necessary.

Establish and maintain working relationships with agency staff, community agencies, contracted service providers, the general public, and other related individuals. Serve as liaison with community agencies. Write and/or supervises preparation of material for publicity or educational purposes; plan and participate in activities to recruit childcare home providers. Review and respond to complaints from customers about staff and services. Provide information, presentations, and training to interested groups, organizations, agencies, and individuals. 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

Must meet background check requirements.

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