POSITION DESCRIPTION

Position Summary
This is supervisory case management within the TPFC CUA. The CUA Case Management Supervisor supervises the activities of, and gives consultation and direction to the case managers engaged in performing a variety of counseling, referral, placement and/or adoptive functions related to services to children and youth in the CUA. The employee has controlling responsibility for the operation of a CUA case management unit and insures that the unit conforms to standards, regulations and laws of the CUA, TPFC, and city, state and federal agencies. Work includes assigning cases, reviewing case activities, determining training and developmental needs, training employees, reviewing worker performances, and initiating corrective action when necessary.

Contact with individuals, their families, representatives of private and public welfare agencies, representatives of professional and community groups, and the general public as well as supervision of case managers, case aides and other subordinate staff are of major significance to the work. Work is performed under the general supervision of the CUA Case Management Director.

Typical Examples of Work

- Assigns, reviews, and evaluates the activities of a group of case managers providing services to clients; supervises workers in such functional areas as adoption, foster care, guardianship, purchase of services, counseling and referral, and protective services; trains workers in the problems of adults and children; discusses the appropriate placement and services required; determines whether court action is required; evaluates services provided to individuals by private, public and contracted agencies; reviews the development and implementation of service plans within the service setting.

- Plans, assigns and reviews the activities of a group of case managers performing casework functions within the CUA; recommends changes in practices and procedures to increase operating efficiency and expedite work flow; confers with superiors on policies, rules, and regulations related to social service functions; consults with private and public welfare agency officials on established procedures and problem areas; recommends establishing or modifying current methods and policies; confers with superior on unusual social service problems.

- Screens cases initially to determine level of risk to individual, individual's eligibility for program, and services required; reviews cases for socio-economic, medical, educational, employment and/or other information; assigns cases and meets with appropriate social worker to discuss status of cases, problems encountered, basis for actions, and alternative solutions; reviews and discusses progress, reviews workers'
reports; provides supportive liaison services and assistance when required; reviews recommendations for case closings and transfers; evaluates workers' performance.

- Trains case managers in social work techniques and methodologies; orients worker with appropriate laws, policies, regulations and procedures; evaluates worker development, performance and problem areas to determine training needs; takes corrective action where necessary.
- Communicates with other public and private agencies and institutions to exchange information and develop resources; prepares correspondence; answers inquiries relating to services and clients.
- Supervises a minimum of five (5) staff.
- Performs related work as required.

**Required Knowledge, Skills and Abilities**

Knowledge of:

- the principles, practices and techniques of social work as applied to the CUA case management function
- supervisory methods and techniques
- the principles, practices and policies of social service administration
- the principles, practices and procedures for social service program planning and evaluation within child welfare
- administrative principles, policies and procedures governing social services as applied to child welfare
- the legal provisions and regulations applicable to the delivery of social service within child welfare
- the principles, practices, techniques, literature and current developments in the field of social service planning within child welfare
- the functions and resources of public and private social welfare and related agencies providing services to individuals within child welfare
- current social, economic, environmental and health problems affecting the clients
- social and environmental factors which result in the need for placement or institutionalization of individuals
- behavioral science concepts and principles as they relate to supervision of a group of case managers and other subordinate staff
- the principles and practices of administrative organization and management and its applications in resolving a variety of operational and administrative problems
- Proficiency in English and Spanish preferred

Ability to:

- plan, organize and coordinate the activities of a group of case managers in child welfare
• apply behavioral science concepts and principles in the supervision of a group of case managers
• evaluate social service programs and make recommendations to improve effectiveness of operations
• effect sound management practices in the administration of social service programs
• analyze and resolve complex social work situations and make sound recommendations consistent with social work principles and CUA policies
• exercise judgment and discretion in applying and interpreting policies and procedures consistent with the overall policy and objectives of programs
• interpret and explain program function, goals and objectives
• establish and maintain effective working relationships with representatives of private and public agencies, the judiciary, civic groups, associates and the general public
• present ideas effectively, both orally and in writing
• prepare and analyze reports pertaining to social service programs

Other Desired Skills and Behaviors
• Administration/Organization: completes paperwork and other responsibilities in a timely and accurate manner; maintains organized work environment.
• Commitment: is dedicated to the success of Turning Points for Children and to the provision of services that meet the organization’s vision, mission, and goals; determines a course of action and is willing to persevere to make it happen; persists in the face of obstacles to reach objectives.
• Communication: speaks clearly and effectively in communicating information to others; prepares written materials clearly, completely, and within deadlines; encourages open and honest interaction among staff and peers.
• Conflict Management: negotiates with others to resolve conflicts or disputes; helps others find common ground to resolve their conflicts; establishes an atmosphere where others feel comfortable in bringing disagreements into the open.
• Continuous Learning: continually upgrades knowledge and skills; quickly grasps new assignments; is open to new ideas, methods, and program developments; is willing to take on new assignments to advance the agency’s vision, mission and goals.
• Culturally Competent: demonstrates sensitivity to cultural and socioeconomic characteristics and has a comprehensive understanding of the dynamics of ethnic and cultural differences and the role they play in individual, family, and community functioning.
• Decision Making: makes difficult decisions that may be unpopular, but maintains long-range agency goals as their basis; draws upon other’s expertise and input in making decisions.
• Dependable: can be relied upon to perform and maintain a high level of functioning while working independently.
• Detail-Oriented: pays rigorous attention to detail; verifies all work thoroughly to ensure accuracy.
• Innovation/Process Improvement: improves processes and systems while facilitating input and suggestions from others; finds the best approach to get the work done.
• **Listening**: actively listens to others; pays careful attention to complex communications.
• **Planning/Project Management**: assigns tasks, develops schedules, milestones, and standards; coordinates multiple activities at the same time to accomplish a project; appropriately allocates and utilizes resources (staff, time, dollars) required to perform tasks.
• **Problem-Solving**: diagnoses underlying or hidden problems and develops logical and effective solutions.
• **Professionalism**: establishes relationships that are ethical, client-oriented, and not self-interested; represents Turning Points for Children by maintaining appropriate appearance and behavior; interacts respectfully with all clients and colleagues; conducts employment relations in accordance with the Employee Handbook.
• **Relationship Building**: establishes smooth and cooperative working relationships with diverse staff, other colleagues, and external contacts, including all callers and visitors; provides information and assistance to all; maintains a supportive working environment; uses diplomacy and tact especially during tense or stressful situations.
• **Resourceful**: finds solutions using alternative ideas or resources; finds other resources when limited by time, budget, or staff; seeks good ideas from diverse sources; leverages the experience, expertise, and involvement of others; uses imagination in solving problems; finds new ways to help; focuses on what it takes to get the job done.
• **Takes Responsibility/Monitors Own Work**: performs tasks that are directed by well-established or less formal procedures; determines own work flow and pace with limited direction from others; performs assignments with minimum supervision.
• **Teamwork**: exhibits ability to work in a team; promotes open communication for self and others; facilitates sessions to ensure group participation and desired results.
• **Works Under Pressure**: responds positively to frequent and/or tight deadlines; maintains composure under stressful situations.

**Minimum Acceptable Training and Experience**

**Education**

• Completion of a master's degree program in social work from an accredited college or university,
• Three years of social work supervising experience, preferably in the field of child welfare
• Three years of direct social work experience, one of which has been at the full performance level in child welfare.
• Any equivalent combination of education and experience determined to be in accordance with DHS requirements.

**Physical and Medical Requirements**

• Ability to physically perform the duties and to work in the environmental conditions required of this position.

**Licenses, Registrations and/or Certificates**
• Possession of a valid proper class motor vehicle operator's license as issued by the Commonwealth of Pennsylvania prior to appointment and during tenure of employment.

Background Checks
A background check will be completed for all potential hires to verify education, employment history, and vehicular and traffic history (PA Driver Information or other state driver information if applicable.

The employee in this position must pass a PA Criminal Background Check, Federal Bureau of Investigation Clearance, and PA Child Abuse Clearance dated no later than 60 days from the start date. No employee is permitted to be alone with a child or youth until all clearances are received.