



**MANAGER V, SOCIAL SERVICES CASE MANAGEMENT**

*FLSA Status: Exempt*

**GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs difficult professional and responsible administrative work supervising a staff of social workers who require specialized emergency services and initial needs assessment; does related work as required. Work is performed under general supervision. Supervision is exercised over Case Managers involved in child protective services, prevention and children's services.

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for color perception, peripheral vision, preparing and analyzing written or computer data, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, noise, and atmospheric conditions.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Supervising service programs; training and supervising social work staff; assigning cases and managing caseloads; overseeing the preparation and maintenance of files and records; preparing reports.**

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

Plans and prioritizes unit daily activity; accesses and assigns cases to staff; provides and coordinates on-call schedule;

Determines need/risk assessment for immediate intervention; receives and records new intakes;

Approves actions by staff, payments, service referrals, etc.;

Represents the agency regarding programs and services; develops plans for staff and programs;

Supervises, directs, evaluates and trains subordinates; reviews and enforces quality work by unit staff;

Coordinates community resources;

Interviews and works with clients;

Evaluates service programs for effectiveness and efficiency; develops and implements plans to meet specific guidelines;

Supervises field students from local colleges and universities;

Prepares grant applications and monitors various DSS grants;

Attends court hearings; serves as advisor to court when requested;

Researches and obtains training materials; provides in-service training to teachers in the County;

Signs and approves invoices for payments;

Deals with difficult or dangerous case situations to explain and maintain policies and procedures;

Supervises and serves as a backup for child protective services on call at all times;

Approves the removal of children from their homes on own authority when imminent threat to health and safety of a child is present;

VEMAT Rater;

Serves on multi-disciplinary team that staff sexual abuse and serious physical abuse cases;

Serves as substitute for the Director at CPMT when Director is absent;

Plans and organizes various community events;

Makes decisions on controversial cases or presents them for a higher level of action;

Interviews applicants for employment; prepares questions; participates in the selection process;

Responds to child and adult protective services complaints; determines immediate danger and service needs; provides protection and care; counsels clients; develops and implements service plans; may be required to work after normal working hours in on-call or emergency situations;

Inputs data into computer; oversees the preparation of and prepares a variety of reports, documents, files, etc.;

Assists with budget preparation and monitoring; assists with the Emergency Services program;

Participate in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Must have a valid Virginia Driver's License;

Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the philosophy, objectives, practices and techniques of social work and counseling; thorough knowledge of the techniques and means of interviewing, counseling and investigating; thorough knowledge of the principles and techniques of child welfare, family services, public assistance or protective service work; thorough knowledge of the programs, laws and procedures of public assistance programs of the area of assignment; thorough knowledge of community resources for social services; some knowledge of safety measures for protection of self in hostile situations; ability to plan, organize, assign and supervise the work of a staff of Social Workers and to train and instruct subordinates; ability to communicate ideas effectively orally and in writing; ability to establish and maintain effective working relationships with clients, officials, associates and various parties to cases.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in social work, human services or related field and considerable experience in social work. Master's degree preferred. Certifications in Child Protective Services and Adult Protective Services.

**SPECIAL REQUIREMENTS:**

Possession of all requirements for position as specified by the Virginia Department of Social Services. Work may be required at times, outside of normal business hours to accommodate the needs of the client.