

SOCIAL WORK PROGRAM ADMINISTRATOR I

General Definition of Work:

Performs difficult professional and executive work planning, organizing, managing and directing the Child Welfare Division or the Adult and Aging Division in the Human Services. Work is performed under the general supervision of the Human Services Director. Supervision is exercised over all division personnel.

Essential Functions/Typical Tasks:

Planning, organizing, managing, and directing the effective delivery of all division programs; providing leadership and direction for division program development and standards, analyses and operations; developing, managing, and monitoring the division's annual budget; ensuring compliance with local, state and federal regulations ; maintains confidentiality; preparing and maintaining systems, records and files.

(These 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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Responsible for directing, training, evaluating staff and has substantial influence in hiring and employment decisions.
- Responsible for developing, managing, and overseeing annual division budget.
- Manages the child welfare or adult and aging program function.
- Works with the director in strategic planning, developing, implementing and improving delivering of services.
- Works with government officials, other human services providers and boards, and a variety of advocacy groups to build alliances, joint ventures and partnerships in the delivery of program services in the County.
- Leads a team of social work program managers and/or supervisors that manages division staff and programs.
- Reviews and modifies division, program, and service delivery policies, systems, and procedures.
- Serves on the humans services leadership team which plans for future directions within the department.
- Serves on various boards and task forces that address a wide range of social issues affecting the community.
- Resolves complaints, problems, and grievances concerning the service programs.
- Attends meetings as required.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of the legal and philosophical basis for child or adult & aging welfare programs; of management principles, techniques, and practices; of methods and principles of casework supervision and training; and of social work principles, techniques and practices and their application to specific casework and community problems. Considerable knowledge of behavioral and socioeconomic problems in the community and their treatment; of governmental, private organizational, and community resources; of the laws, regulations, and policies that govern social work programs; and of the principles and techniques of personnel administration, budgeting, and staff management. Knowledge of the department's organization, operation and objectives. Working knowledge of office equipment, computers, and applicable software applications. Ability to exercise sound judgment in analyzing situations and social services programs and making decisions; to direct employees and programs in the various areas of responsibility; to write clear and concise reports; to communicate ideas effectively both orally and in writing; to plan and execute work effectively; to maintain confidentiality; to attend work regularly; and to develop and maintain effective working relationships with state and local officials, associates, subordinates, and the general public.

Education and Experience:

Requires master's degree in social work and four years of social work or counseling experience, two of which were supervisory; or a bachelor's degree in social work and five years of social work or counseling experience, two of which were supervisory; or bachelor's degree in human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and six years of social work or counseling experience, two of which were supervisory. Degree must be from an appropriately accredited college or university. An equivalent combination of training and experience may be considered.

Physical Requirements:

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, and some medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, crouching, reaching, 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 preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements: Possession of an appropriate driver's license valid in the state of North Carolina. Professional staff supervised ranges from 40-60 social workers and social work supervisors. Other staff may include paraprofessionals, chore providers, volunteers, interns and contracted professionals.

Child Welfare position: Must possess or attend and complete the required NC state child welfare pre-service training and in-service training.

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