

CLASS TITLE: **Social Work Supervisor**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class directs and coordinates the work activities of professional staff providing professional counseling and case management services to clients and their families at a community center or other city facility; and performs related duties as required.

ESSENTIAL DUTIES: Coordinates the provision of social services and the administration of support programs; meets and confers with staff of Social Workers and Human Service Specialists to review and discuss individual caseloads including a review of assessments conducted and service plans developed to address clients' personal, social and family problems; assigns staff to departmental sites or field assignments ensuring the optimal servicing of clients and the efficient use of personnel; oversees programs and develops strategies designed to meet the social service needs of the client populations; evaluates program accomplishments and assesses their effectiveness in meeting client needs; identifies training needs and provides and coordinates staff development and in-service training for staff; analyzes existing social work practices and procedures and implements changes that increase staff effectiveness; develops resources and referral networks with health and social service agencies to provide consistent and comprehensive assistance to clients; prepares statistical and narrative program reports for management use; drives a vehicle to departmental office sites or other field sites to monitor staff and program activities.

RELATED DUTIES: Develops informational materials for use by staff and clients; provides psychosocial counseling, crisis intervention and case management services to clients; implements social service programs for targeted populations; develops and approves standards for client care.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Social Work (M.S.W.), supplemented by four years of progressively responsible professional social work experience including two years of supervisory experience, or an equivalent combination of training and experience, provided the minimum degree requirement is met. Must have a valid State of Illinois Driver's license.

Code: 3935  
Health and Welfare Service  
Medical and Social Service Group  
Human Service Series

CLASS TITLE: Social Work Supervisor (Cont'd)

Knowledge, Abilities and Skill. Considerable knowledge of the principles, practices and theories of social work. Considerable knowledge of resources and services provided by community social service agencies. Good knowledge of social work management and quality standards in social work practice. Knowledge of departmental policies and procedures related to case management.

Ability to manage and administer social service programs. Ability to supervise and direct the work of subordinate staff. Ability to effectively coordinate staff and program services. Ability to access multi-level facilities.

Good skill in the application of social work practices. Good interpersonal skills. Good skills in developing quality standards for client care. Excellent oral and written communication skills.

Working Conditions. General office or health clinic environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

March, 2002  
City of Chicago  
Department of Personnel