



## CalHR Social Worker Supervisor II

<b>SALARY</b>	\$5,525.00 - \$8,573.00 Monthly	<b>LOCATION</b>	Alturas
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	MSS04543
<b>DEPARTMENT</b>	Modoc County Department of Social Services	<b>OPENING DATE</b>	06/07/2024
<b>CLOSING DATE</b>	Continuous		

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### Position Information

Under general direction, the Social Worker Supervisor II plans, organizes, and directs the work of social service staff providing the most advanced social services; and performs other related work as assigned.

Social Worker Supervisor II requires a Master's degree. Incumbents supervise a unit of caseworkers in specific programs identified as having a high proportion of complex and sensitive casework needs and are usually assigned to programs or staff positions that require extensive casework knowledge. Some positions in larger departments may be assigned full time in-service training and staff development duties.

Social Worker Supervisor II differs from Social Worker Supervisor I in that the former, requires a Master's degree, and is responsible for supervising and training Social Worker IVs. Social Worker Supervisor II is distinguished from Program Manager in that the latter is generally responsible for administering a program rather than supervising a unit.

### **SUPERVISION EXERCISED AND RECEIVED**

Social Worker Supervisor II receives direction from a Program Manager or other management level classification. Social Worker Supervisor II incumbents provide direct supervision to lower level Social Workers including Social Worker IVs.

### Examples of Duties

**Duties may include, but are not limited to, the following:**

- Plans, assigns, directs, mentors, coaches and reviews the work of employees providing the most advanced or complex casework such as adoptions and protective services; maybe required to work or supervise on-call
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs
- Reviews and approves forms, applications, court reports, placements, reports of abuse, and other documents to verify information or determine proper course of action; reassesses and modifies case plans
- May testify in court; supports witnesses and victims who must testify in court
- Selects, trains, evaluates, and disciplines subordinate staff
- Documents and addresses clients' concerns and complaints
- Assists in the development of community resources for all programs
- Assists and participates in the development of in-service training and staff development programs
- Evaluates the effectiveness of policies and procedures
- Represents the social services department at conferences and addresses community groups
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff and the general public

- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect
- Provides peer support for coworkers facing case related stress
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers
- May direct research studies and prepare reports
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Receives, approves and prepares correspondence and reports
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics
- Performs related duties as assigned

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling
- Principles and practices of organization, workload management and time management
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling
- Functions of public social services agencies and the principles of public social service administration
- Social research methods
- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations
- Principles and methodologies of research, analysis, problem solving, and decision making
- Principles, methods, and resources in the field of public health, mental hygiene, education, correction and rehabilitation as they relate to public social service
- Techniques of supervision, training, and casework consultation
- Computers, software and Internet research
- Principles of community organization
- Resources available in the community for referral or utilization in employment or social service programs

### **Ability to:**

- Exercise sound judgment when organizing, directing, and prioritizing unit activities
- Select, train, coach, supervise, evaluate, and discipline subordinate staff

- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations
- Make oral and written presentations clearly and concisely
- Analyze a situation accurately and adopt an effective course of action
- Maintain confidentiality in accordance with legal standards and/or county regulations
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients
- Act effectively in stressful situations
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients
- Respect cultural differences
- Use computers and related software packages

## Minimum Qualifications

**(According to Division 31, Chapter 31-070- Child Welfare Services Manual, counties that do not meet the staffing requirements for emergency response and family maintenance services may contact CDDSS regarding a possible waiver).**

**Pattern 1:** Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county; **AND** A master's degree in Social Work from an accredited college or university or a master's degree from an accredited two (2) year counseling program.\*

**OR**

**Pattern 2:** One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county; **AND** A master's degree in Social Work from an accredited college or university or a master's degree from an accredited two (2) year counseling program.\*

**OR**

**Pattern 3:** Four (4) years of full-time experience performing social work case management duties;\*\* **AND** A master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

\*Qualifying master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

\*\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

## Supplemental Information

- The ability to speak, read and write Spanish in addition to English *is optional*.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.
- This position is full-time at 37.5 hours per week.

- This is not a “remote work” or “teleworking” position. This position is in Modoc County, CA (shown in red on the map below):



- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information.
- Background checks are required and must be repeated every 5 years. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks.

## **EXAMINATION INFORMATION**

### **TRAINING & EXPERIENCE EXAMINATION – WEIGHTED 100%**

The Training & Experience Examination is designed to elicit a range of specific information regarding each candidate’s knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. All applicants must complete the entire examination to receive a score. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. MSS is accepting applications on a continuous basis. Qualifying candidates will be notified via email with instructions for completing the examination within 30 days of the date of application.

## **ELIGIBLE LIST INFORMATION**

A departmental open eligible list will be established for the county of Modoc. The list will be utilized for 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

## **RETEST PERIOD**

Once you have taken the examination, you may not retest for SIX (6) MONTHS from the established eligibility date.

## **SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at [mssprogram@calhr.ca.gov](mailto:mssprogram@calhr.ca.gov) or 916-909-3701 upon notification that your

application has been approved. Documentation from medical, military, school or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

### **APPLICATION DOCUMENTS**

If you are using education to meet the minimum qualifications, you must attach your transcripts to your application. Applicants with foreign transcripts must provide a transcript evaluation that indicates the number of units to which the foreign course work is equivalent. Transcripts and evaluations may be unofficial; official transcripts may be required upon appointment. Please redact birthdates and social security numbers.

### **GENERAL INFORMATION**

MSS reserves the right to revise the examination plan to better meet the needs of the recruitment if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

If you meet the requirements stated on this bulletin, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be added to the eligible list. Meeting the entry requirements does not assure success in the examination or placement on the eligible list.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. As part of the hiring process, a background investigation may be required.

### **EQUAL EMPLOYMENT OPPORTUNITY**

The Merit System Services program is committed to equal employment opportunity for all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

### **ABOUT MODOC COUNTY**

Modoc County is a geographically diverse area in the northeastern corner of California and borders both Oregon and Nevada. The City of Alturas is the county seat and the only incorporated city in the County. Federal land comprises much of Modoc County, with employees from the US Forest Service, Bureau of Land Management, National Park Service, Bureau of Indian Affairs, and the US Fish and Wildlife Service assigned there. These federal operations account for a significant part of the County's economy. Modoc County is home to the Medicine Lake Highlands, which is the largest shield volcano on the US West Coast. You'll also find areas of lava flows, cinder cones, juniper flats, pine forests, and seasonal lakes, nearly one million acres of the Modoc National Forest, as well as hot springs and lava caves, which are common to the area, and geothermal energy resources.

*This job bulletin will not be available online after the application deadline. Please print a copy for your records.*

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#### **Agency**

CalHR

#### **Department**

Modoc County Department of Social Services

#### **Address**

CalHR, Attn: Merit System Services  
1515 S Street, North Building, Suite 500  
Sacramento, California, 95811

**Phone**  
916-909-3251

**Website**

<https://www.governmentjobs.com/careers/mss>

## Social Worker Supervisor II Supplemental Questionnaire

### \*QUESTION 1

The Minimum Qualifications for Social Worker Supervisor II list several patterns under which an applicant may qualify.

When deciding under which pattern you believe you qualify, please note the following:

Qualifying master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Please place a check next to the pattern which you believe you might qualify (you may check more than one):

- Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county; AND A master's degree in Social Work from an accredited college or university or a master's degree from an accredited two (2) year counseling program.
- One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county; AND A master's degree in Social Work from an accredited college or university or a master's degree from an accredited two (2) year counseling program.
- Four (4) years of full-time experience performing social work case management duties;\*\* AND A master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.
- None of the above.

### \*QUESTION 2

Modoc County Department of Social Services conducts in-person interviews. Should you receive an invitation, would you be available to attend an in-person interview in Alturas, CA?

- Yes, I will attend an in-person interview in Alturas, CA.
- No, I will not attend an in-person interview in Alturas, CA.

### \*QUESTION 3

What is the minimum amount of notice you need to attend an in-person interview in Alturas, CA?

- 1 week

- 2 weeks
- 3 weeks
- 4 weeks
- I will not attend an in-person interview in Alturas, CA.

**\*QUESTION 4**

**Please select your preferred day(s) of the week and time of day to attend an in-person interview in Alturas, CA (select all that apply):**

- Monday Morning
- Monday Afternoon
- Tuesday Morning
- Tuesday Afternoon
- Wednesday Morning
- Wednesday Afternoon
- Thursday Morning
- Thursday Afternoon
- Friday Morning
- Friday Afternoon
- I will not attend an in-person interview in Alturas, CA

\* Required Question