



CalHR Social Worker Supervisor I

SALARY	\$5,001.00 - \$7,756.00 Monthly	LOCATION	Alturas
JOB TYPE	Full-Time	JOB NUMBER	MSS04538
DEPARTMENT	Modoc County Department of Social Services	OPENING DATE	05/17/2024
CLOSING DATE	Continuous		

Position Information

Under general direction, the Social Worker Supervisor I plans, organizes and supervises social service and employment staff engaged in providing information and referral services, adult protective services, in-home supportive services, home placement services, child protective services, emergency response services and/or employment services; performs other related work as assigned.

Social Worker Supervisor I is the first supervisory level in the series. Social Worker Supervisor I differs from the next lower classification of Social Worker IV in that the former is the first line supervisor. Social Worker Supervisor I differs from Social Worker Supervisor II in that the latter is at the second supervisory level and requires a Master's degree.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Social Worker Supervisor I classification generally receive direction from a Program Manager or other management level classification. A Social Worker Supervisor I, supervises a variety of Social Workers, clerical and technical staff, but does not supervise employees in positions that require a master's degree pursuant to California Department of Social Services (CDSS) Manual of Policy and Procedures (MPP) Division 31 regulations (31.070).

Examples of Duties

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

- Plans, assigns, supervises, coaches, mentors, and reviews the work of employees engaged in the delivery of employment and social services; consults with and guides social workers in providing counseling, support and guidance to clients with complex or specialized needs; may be required to work or supervise on-call
- 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
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court; supports witnesses and victims who must testify in court
- Documents and addresses clients' concerns and complaints
- Selects, trains, evaluates, and disciplines subordinate staff
- Discusses or interprets regulations, rules, policies and programs to clients, applicants, staff and the general public
- Assists and participates in the development of in-service staff development programs
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies

- 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
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems
- Enters and retrieves data and narratives from automated computer systems
- 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
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources
- 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
- In small agencies, may be responsible for social workers involved in the provision of the full range of social services including advanced services
- 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
- Casework concepts, techniques of interviewing, and record keeping in social casework
- 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.
- Computers, software, and Internet research
- Resources available in the community for referral or utilization in employment or social service programs
- Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services

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
- Apply effective interpersonal and interviewing skills
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations
- Present oral and written reports concisely and clearly

- 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, the 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

Minimum Qualifications

Pattern 1: Three (3) years of full-time experience performing journey level social work case management duties* in a Social Worker II classification in an Interagency Merit System (IMS) county;

(Substitution: One year of graduate work in social work or counseling may substitute for one year of the required experience.)

OR

Pattern 2: One (1) year of full-time experience performing advanced journey level social work case management duties in a Social Worker III classification in an Interagency Merit System (IMS) county.

OR

Pattern 3: Four (4) years of full-time experience performing social work case management duties.

*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.
- Government agencies accessing US government information, which includes federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent with the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification, and local law enforcement checks. State agencies must conduct an investigation during the time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

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 promotional 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 or 916-323-2360 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.

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 I Supplemental Questionnaire

*QUESTION 1

The Minimum Qualifications for Social Worker Supervisor I list several patterns under which an applicant may qualify. When deciding under which pattern you believe you qualify, please note the following:

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):

- Three (3) years of full-time experience performing journey-level social work case management duties in a Social Worker II classification in an Interagency Merit System (IMS) county;
- One (1) year of full-time experience performing advanced journey-level social work case management duties in a Social Worker III classification in an Interagency Merit System (IMS) county.
- Four (4) years of full-time experience performing social work case management duties.
- 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