



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Program Supervisor

LOCATION: Human Services-Neenah office

SALARY: \$74,962 - \$83,291/Yr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *July 2018*

POSITION TITLE: Program Supervisor – Youth Justice Team

DEPARTMENT: Human Services – Child Welfare Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Leads a team of state certified social work specialists responsible for providing services to county youth and their families under Wisconsin Statutes chapter 938 and related state mandates. Team members assess of youth and family strengths and needs, establish and then monitor and modifying service plans, connect youth and families to needed services, advocate for youth and families, provide circuit court comprehensive reports along with recommendations for needed services, complete timely client record documentation and reporting of services and outcomes.

ESSENTIAL FUNCTIONS:

1. Provides regular ongoing case consultation and case decision-making in reviewing staff's case management work product regarding youth and family assessments, identifying strengths and service needs, connecting youth and families with identified service needs, establishing and managing service plans based on prioritization of needs, and assessment of services and treatment provision. Conducts regular case discussion

or reviews of youth in out-of-home placements including case-specific reunification planning. Services are to be managed and performed with a Trauma Informed approach, with an effective working partnership with client families and with an expressed intent of being least intrusive.

2. Reviews, manages and approves staff work product to assure accurate and timely professional case documentation, client information releases and case record confidentiality, Circuit Court documentation and reporting, and compliance with federal and state requirements.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Interviews and participates in the selection of new employees, and assures each new employee moves through an orientation process that is welcoming and provides a solid foundation and understanding of the position's work duties.
2. Assesses staff's assessment and case management skills, communication, approach, and decision-making with families to determine staff learning needs and assures learning needs are met within a reasonable time frame.
3. Provides effective verbal and written communication to assure the learning and understanding of work position duties, requirements and accountabilities.
4. Interprets, communicates/trains and implements new state and federal laws and mandates in conjunction with department management and local legal partners.
5. Communicates, trains and monitors staff's compliance with County policies and procedures.
6. Addresses and resolves conflicts and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
7. Assesses and addresses service delivery needs and effectiveness with agency contract providers.
8. Participates in developing, implementing, monitoring and assessment of agency programs and services, including grant writing and reporting as required.
9. Participates as a member of the larger management team responsible for quality cost-effective services and is responsible for supporting and facilitating agency and county management decisions regarding services, programs and staff's work.
10. Participates in community initiatives to determine, establish and review community-based services.
11. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Division Manager – Child Welfare.
2. Supervises a group of state certified professional Social Work Specialists providing case management services to community youth and their families involved in the legal system and Juvenile Court.
3. Effectively communicates and collaborates with agency administration, and agency internal services and divisions.
4. Effectively communicates and collaborates with local and state legal systems and district courts, community schools and local service providers, and youth placement providers throughout the state.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. A Bachelor's degree or Master's degree (preferred) from an accredited institution of higher learning in Social Work (preferred) or another Human Services-related field.
2. A minimum of five years' work experience performing case management or related services with children, youth and families. Experience working in the Wisconsin juvenile court system preferred.
3. Some supervisory or leadership experience preferred.
4. Work experience with court procedures and practice under to Wisconsin State Statutes Chapters 938 or 48 preferred.
5. Must complete state-identified child welfare supervisor core training curricula as determined by County agency and state Department of Children and Families.
6. Possess and keep current Wisconsin Chapter 457 State Social Worker license/certification or ability to and obtains such within one year of hire is required.
7. Possess current valid driver's license and access to a vehicle to perform required work duties.
8. Meets and carries required levels of automobile insurance according to county policies.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of State and Federal laws and mandates that govern work performed by staff to the degree that supervision assures compliance with laws and mandates.
2. Knowledge of agency and community resources to the degree that supervision affords effective assessment and decision-making connecting client families with needed services.
3. Knowledge of Trauma Informed service delivery and ability to model and instruct such with staff.
4. Possesses assessment and intervention services skills to the degree that supervision affords and provides sufficient staff learning and guidance assuring effective service delivery.
5. Knowledge of and ability to manage staff conduct as it relates to Social Work Code of Ethics.
6. Ability to assess and effectively communicate and address outside service providers service delivery and effectiveness.
7. Ability to work cooperatively and effectively with agency staff across all Divisions and with community service providers.
8. Ability to provide necessary and supportive supervision to staff in a sometimes stressful work environment.
9. Ability to understand, accept, instruct and carry out county agency policies, procedures and directives.
10. Strong written and verbal communication skills including listening skills.
11. Computer skills including facility with Microsoft Office applications and ability to learn and use state and agency required computer software.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to access upper floors for the purpose of service delivery, performing field observations and other related work duties.
3. Ability to effectively function in a normal office setting utilizing standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel locally as well as throughout the state to perform work duties.