

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 002805
Grade 26
FLSA: E**

SUPERVISORY SOCIAL WORKER

DEFINITION OF CLASS:

A Supervisory Social Worker supervises professional Social Workers who help people identify and cope with problems in their everyday lives such as issues of endangerment, abuse, neglect, homelessness, emotional/behavioral abnormalities or substance abuse and related types of problems/disorders. A Supervisory Social Worker manages unit/team resources, provides clinical direction to a group of professional Social Workers and performs a full array of first-level supervisory duties and responsibilities – plans/assigns/reviews work, deploys personnel, monitors work operations, obtains effective results and performs a full array of supervisory personnel functions. Business contacts include social work and mental health professionals, support staff, nurses, doctors, law enforcement officers, teachers, not-for-profit and for-profit community resource providers, privately-retained or court-appointed attorneys, vendors-contractors and employees in Federal or State government (including court personnel) and other jurisdictions/public agencies in the area. Contacts tend to be for the purposes of providing clinical or non-clinical supervision to subordinates, exchanging general business or administrative information (within the unit and with other units), and coordinating or providing professional advisement/consultation, referral or service in non-supervisory situations. This class of work may entail some interaction with clients, but it is incidental to the primary focus of the supervisory work performed.

A Supervisory Social Worker provides administrative and clinical supervision to professional Social Workers and other staff in the day-to-day management of unit/team program activities. Work is performed under the general direction of a higher level administrator. Most work flows to the unit/team consistent with its functional responsibilities; the Supervisory Social Worker plans and manages the work program, staff and any contractors independently in consultation with the supervisor. Work is expected to meet management objectives, programmatic objectives and other requirements and standards. Work is evaluated in terms of effectiveness in meeting them, quality, quantity, timeliness, teamwork, customer service and other factors such as skill and ingenuity in overcoming problems and enhancing effectiveness and efficiency. Guidelines governing the work include supervisory principles and methods; County-State administrative processes; the concepts, theories, principles, methods, techniques and generally-accepted practices of professional social work and counselling, and such references as the Diagnostic and Statistical Manual of Mental Disorders; professional ethics and standards-of-practice of the profession; specific systems, rules, procedures, practices and programmatic elements, services and other specifics of the unit and program(s) of assignment including protocols and procedures of State of Maryland departments-agencies; contextual matters directly related to the services provided and the clientele served; and confidentiality-privacy requirements. A Supervisory Social Worker exercises considerable latitude for independent judgment and action in clinical matters. Selects and applies, or adapts and adjusts, guides in non-clinical matters; major deviations from existing policies or procedures require pre-approval. Complexity of the work is reflected in the varied, wide range of duties performed and the number and diversity of issues, factors, circumstances and alternatives that must be considered in most clinical decisions such as thorough analysis of client-specific psychosocial information and the selection and adept

application of the right (or best) course of action among alternatives, and in some non-clinical decisions such as planning and overseeing unit/team operations. A Supervisory Social Worker ensures that unit/team operations and services are clinically effective and administratively efficient in meeting programmatic and management goals; the scope and effect include implementation of new or modified service delivery mechanisms, coordination of service delivery with other units/teams or services, assessments of program effectiveness and recommendations made to higher echelons for integration of services. Work is primarily sedentary. Primarily, it is performed in a variety of office-type settings in human-social service centers, health clinics, schools and other indoor venues. It involves occasional exposure to some risk of aggressive or unpredictable behavior by clientele. Work may involve evening-weekend-holiday duty or rotating shifts.

EXAMPLES OF DUTIES: (Illustrative Only)

- Performs a full range of supervisory human resource (HR) management functions at the first level of supervision – initiates or recommends official personnel actions such as recruitment, selection and transfer; selects, or helps select, staff; trains/develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves/disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent County policies and procedures; establishes and communicates team/individual performance objectives and expectations, and observes/evaluates performance; and performs related functions.
- Provides clinical consultation, or direction, to professional staff regarding complex cases. Coaches staff on advanced techniques, as appropriate.
- Assists staff in overcoming operational problems within the service delivery system.
- Develops and implements program activities and services including training and educational activities.
- Ensures consistent application of, and compliance with, Federal, State and County regulations, policies and procedures. Models, and ensures unit/team compliance with, professional standards of practice and professional ethics.
- Establishes, maintains and enhances relationships with other units/teams/departments/agencies within and outside County government, including community providers (for-profit and not-for-profit), to coordinate services to clients, resolve problems, improve operations, etc.
- Evaluates program service areas, analyzes program data, submits activity reports, provides budget input and adheres to assigned budget, recommends ways and means for improving service delivery and cost effectiveness, and advocates for the unit/team and its program(s), service(s) and clients.
- Develops, interprets and monitors quality assurance/quality control; plans, recommends and executes quality improvement initiatives.
- Serves on intra-interagency committees and task forces; develops and presents program-specific perspectives related to mental health treatment and services.
- Provides direct social work clinical counseling and case work services to clients as necessary to meet program needs, maintain one's own skills, etc. Uses advanced skills (as licensed by Maryland).
- Speaks before community, civic, and other public groups concerning available programs and services.
- May prepare court papers. May testify in court.
- As assigned, operates a motor vehicle to get to/from meetings/events, client sites, etc.
- Performs related duties, as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of, and full professional proficiency in using, the concepts, theories, principles, methods, techniques and generally-accepted practices of professional social work and counselling to assess, refer, counsel, manage cases of and provide related professional services to persons experiencing problems of endangerment/abuse/neglect, aging/disability, family conflict, homelessness or other socioeconomic matters as well as emotional, behavioral and related types of problems/disorders. This body of information includes professional ethics and standards-of-practice, fundamentals of human growth and development, socioeconomic/cultural factors and interpersonal dynamics, and skill in using professional resources such as the Diagnostic and Statistical Manual (DSM) of Mental Health Disorders. The specific professional knowledge-skill set required varies by professional area-of-practice, unit/program of assignment and other factors.
- Knowledge of co-occurring medical/psychiatric issues and the effects of the pharmacological resources used in treatment thereof altogether at a level sufficient to make holistic social welfare and therapeutic psychosocial assessments/interventions/referrals/etc.
- Knowledge of (or ability to rapidly acquire and apply knowledge of) regulations, policies, procedures and systems governing funding/delivery of the services provided and related recordkeeping, including privacy-confidentiality, to ensure adherence to Federal, State, County, departmental, programmatic, fiscal and other guidelines. This body of information includes knowledge of the organization and operations of juvenile justice, criminal justice, Federal/State correction/rehabilitation/parole/probation, child welfare/protective services and other matters related to the services provided and clientele served in sufficient detail to operate within the context of the program/unit of assignment.
- Knowledge of (or ability to rapidly acquire knowledge of) State/County/community resources, such as medical, mental health, legal and social services, to make referrals/placements and help ensure completeness of responses to needs.
- Knowledge of, and skill in using, client intake, case management and reporting systems to document and use personal, diagnostic, therapeutic, counselling, case management, administrative, financial and other types of information; this includes skill in ensuring adequacy and accuracy of data/transactions and, as assigned, generating reports.
- Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems, identifying relevant information, and making balanced recommendations and decisions.
- Skill in written communication to understand written information, draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand.
- Skill in oral communication to understand verbal information, draw inferences, form hypotheses and develop logical arguments, and to express such information verbally so that others will understand, agree or comply, and, at times, be convinced or persuaded. This includes the ability to listen 'actively' and encourage effective oral communication by others, such as clients, concerning endangerment/abuse/neglect, stability or social, behavioral and emotional problems.
- Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective professional working relationships and working as a member of an interdisciplinary professional team, and skill in human relations to develop and ensure effective, empathetic Social Worker-client clinical relationships.

- Skill in using a computer, modern office suite software (such as MS Office), enterprise systems/software, specialty systems/software for client-referral-case tracking/reporting, etc.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Master's Degree in Social Work (MSW) from an accredited college or university that meets the criteria of a graduate social work program accredited by the Council on Social Work Education.

Experience:

Four (4) years of full-time experience performing advanced journey-level social work case management duties (see **Note** below) in a public sector, health, mental health, social services, housing, or community-based services related program of which one (1) year was in a supervisory or lead capacity supervising, training, or orienting lower-level social workers, students, interns, or other staff.

Equivalency:

See requirements of the Maryland Board of Social Worker Examiners and the Code of Maryland (COMAR); see especially 10.42.01 (Regulations Governing Licensure); 10.42.06 (Continuing Education); and, 10.42.08 (Supervision). The Montgomery County Office of Human Resources must follow COMAR in providing qualifications credit and accepting substitutions or equivalents. See Chapter 8 (Supervision), Subtitle 42 of Title 10. See COMAR 10.42-08.04 for positions in this class that involve clinical supervision of LMSWs and LCSWs seeking advanced licensure.

Note:

Qualifying social work case management includes direct case work management, such as: assessment and 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 and modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Education, experience or training must indicate the ability to perform successfully as a first level supervisor such as the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory HR management and EEO functions.

LICENSE:

At application possession and maintenance at all times:

- A license as a Licensed Certified Social Worker – Clinical – LCSW-C by the Maryland State Board of Social Work Examiners prior to appointment for a supervisory position that involves clinical supervision
- Possession and maintenance at all times of a valid Class C (or equivalent) driver's license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of

twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Limited Core Exam with a pre-placement Drug/Alcohol Screen.

Date Adopted: June 11, 1953

Dates Revised: December 5, 1962

June 10, 1963

July 4, 1973

Corrected Date: February, 1984

Date Adopted by Montgomery County: December, 1988

Dates Revised: June, 1995 (M)

December, 2004

August, 2013

September, 2014

October, 2017 (M)

(Equivalency and License) January 2020