

COUNTY OF SANTA BARBARA  
SOCIAL SERVICES SUPERVISOR II

**ATTACHMENT C-4**

EST: 4.67  
REV: 11.06

**DEFINITION:** Under general direction, plans, organizes, and directs the work of a social service staff providing the most complex and difficult social services; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS:** This class is characterized by its supervisory responsibilities over the more difficult social service areas. Social Services Supervisor II differs from Social Services Supervisor I in that incumbents at the II level are assigned supervisory responsibilities over employees providing protective services including significant caseloads in child and/or adult protective services and adoptions.

**EXAMPLES OF DUTIES:**

1. Plans, organizes, and directs a social service unit providing the most complex casework such as in adoptions and child and adult protective services; counsels, motivates and evaluates the performance of staff; reviews staff work for completeness and adherence to relevant laws, regulations, policies, and procedures.
2. Plans, develops, coordinates, and provides staff training and development on complex social service programs.
3. Determines necessity of investigation by social work staff and/or police of reports regarding physical, sexual, and emotional abuse, severe and general neglect, and exploitation of children and dependent or elderly adults, including self-neglect.
4. Directs the taking into custody of neglected and abandoned children, from their homes, and directs their placement with relatives, or in foster homes, group homes, institutions, or other suitable placements; directs casework for dependent and elderly adults designed to maximize their independence, ensure their health and safety in their homes and eliminate risks to the degree possible.
5. Reviews and approves recommendations to the court regarding the physical and legal custody of children, such as recommendations for children to be temporary dependents of the court, placement into guardianship, or for permanent separation from the care and control of current provider; prepare reports using personal computer applications such as word processing; reviews and approves Service Plans for dependent and elderly adult caseload and serves as consultant for complex and difficult case situations.
6. Reviews and approves the legal sufficiency of investigation, casework, and reporting on matters related to guardianship, parental relinquishments, and adoptions and for the comparable legal, ethical and regulatory matters relating to protective services for the dependent and elderly adult client population.
7. Assists in the design and implementation of service delivery programs.
8. Assists in establishing and maintaining department's community resources network; represents the department in the community and speaks before groups on matters related to assignment.

**EMPLOYMENT STANDARDS:**

Possession of **either** a master's degree from an accredited school of social work; **or**, a master's degree from an accredited school in Marriage Family Counseling; marital and family therapy; psychology; clinical psychology; or counseling with an emphasis in marriage, family, and child counseling; **and** completion of supervised practicum in accordance with Business and Professions Code Section 4980.40; **AND**

1. three years of professional social work experience in an Adult or Child Protective Services program; or,
2. a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities.

**Additional Requirements:**

1. Possession of or ability to obtain a valid California Class C Driver's License may be required. A Department of Motor Vehicles check will be conducted if a driver's license is required.
2. Independent travel will be required.
3. Selectees for employment for some positions in this class must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting and Section 15630 of the Welfare and Institutions Code relating to dependent adult abuse reporting.
4. Selectees for positions in this class assigned to Child Welfare Services are subject to fingerprinting for the purpose of a criminal record check as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code.
5. May be required to work outside normal business hours and be available on call.

**Knowledge of:** professional standards and practices in the field of social work; principles and practices relating to human behavior, child development, and family dynamics; social work case planning and management; socio-economic and socio-psychological factors involved in the dynamics of child and/or dependent and elderly adult abuse and neglect; counseling and interviewing techniques, including crisis intervention methods; laws, rules, and regulations governing the operation of child welfare service programs and/or Adult Protective Services; and basic math.

**Ability to:** plan, train and supervise the work of others engaged in professional and technical social work and support activities; develop goals and objectives; organize and prioritize work assignments; effectively delegate responsibility and authority to others; determine and evaluate levels of individual and operational performance; secure cooperation and teamwork among staff; prepare narrative and summary reports using correct grammar, punctuation, and spelling; comply with, interpret, and explain laws, regulations, and professional practices governing program services and operations; make independent decisions; deal firmly and fairly with clients of diverse socio-economic and cultural backgrounds; maintain confidentiality of information; recognize and respect limits of authority and responsibility; assist in the development and formulation of agency policy; identify and analyze operational problems, and implement procedural and/or work method changes; determine the appropriate course of action in emergency or stressful situations; communicate effectively verbally one-on-one and in small groups; and in writing; and utilize automated systems, such as Child Welfare System/Case Management System or the APS database, word processing, and electronic mail.

**Desirable Qualifications:**

**Knowledge of:** principles and practices of supervision; function and organization of public assistance and social service systems; agency purposes, goals, and policies; community facilities and resources relating to disabled families and/or children and/or services for dependent and elderly adults; County Personnel Rules and Administrative Policies.

**Ability to:** prepare and give evaluations of staff performance.