



## **SOCIAL WORK SUPERVISOR INSTITUTIONAL**

### **CHARACTERISTICS OF WORK:**

This is supervisory social work in state institutions. An employee in this class is responsible for guiding and coordinating the activities of a group or unit of social workers engaged in casework, individual therapy, group work, and community services primarily in an institution or health center environment. Work involves the assignment of cases to workers for investigation, diagnosis, and treatment or referral; the review of cases for quality of service and compliance with regulations; the training and supervision of workers through individual conferences and departmental staff meetings; and the performance of direct casework and group work services. Work is performed under the general supervision of a Social Services Director and/or Unit Director. Review of the incumbent's performance is periodically made through conferences and reports.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

Must be licensed to practice Master's Level Social Work (LMSW or above) in the State of Mississippi;

**AND**

#### **Experience:**

Two (2) years of experience in social work of which one (1) year must have been at the supervisory level.

#### **Documentation Required:**

Applicant must attach a copy of his/her current wallet-size Social Worker License.

## **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Taste/Smell:** Possesses the ability to use the sense of smell to recognize and distinguish odors. Possesses the ability to use the sense of taste to recognize and distinguish flavors.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to sit; walk; and stand. The incumbent is occasionally required to stoop, kneel, crouch, or bend; climb or balance.

## **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills

to adapt to changing organizational needs. Remains open to change and new information and ideas.

**TECHNICAL COMPETENCIES:**

**Assessment:** Assigns cases to social workers to determine patients' needs and areas for assistance.

Supervises the collection of data. Communicates effectively with patient and family. Supervises the preparation of social histories by interviewing patients and families and making other necessary contacts. Reviews information in treatment plans to make sure proper grammar, punctuation, and content is used. Participates, along with psychiatrists and psychologists, in case conferences to diagnose the patient's condition, assess his/her potential for recovery or improvement, and develop a plan of treatment. Monitors, reviews, and assesses patients' case records and charts.

**Treatment Planning:** Participates in the treatment team process.

Attends and actively participates in the interdisciplinary treatment team process. Collaborates and communicates effectively with the team through patient observation and accurate documentation. Performs team duties assigned by the treatment team. Conducts patient education groups and reports to the team the patient's participation and progress. Reviews goals and objectives for each patient. Communicates effectively with various members of treatment team (psychologist, doctors, nurses, other social workers, etc).

**Social Work Supervision:** Coordinates the activities of a group of social workers engaged in casework, individual therapy, group work, social work, or community services.

Coordinates the responsibilities of professional social workers by providing guidance for the staff in the execution of their services. Participates in clinical treatment activities. Explains general medical and psychiatric recommendations to patients and families and obtains consent for surgery or other treatment. Counsels patient and family on adjusting to routines and life at the facility. Monitors and provides daily consultation with subordinates. Performs direct care social services in the absence of social worker. Conducts meetings periodically to increase workers' understanding of policies and procedures.

**Discharge Planning:** Plans and coordinates patient aftercare arrangements to ensure a smooth transition into the community.

Maintains knowledge of Community Mental Health resources, other after care providers, and other community resources. Participates in psychosocial educational group. Helps discharged patients adjust to their community environment either personally or by securing cooperation of local agencies. Coordinates transfer of information between hospital and community resources.

**MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

**Macro Oriented:** Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

**Working Through Others:** Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals; sets and meets deadlines.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Supervises social workers/interns in unit.
2. Monitors and provides daily consultation with subordinates.
3. Serves as liaison between social workers and other disciplines in unit.
4. Performs direct care social services in the absence of social worker.
5. Assists in administrative planning.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Coordinates the responsibilities of professional social workers by providing guidance for the staff in the execution of their services to the hospitals, aftercare patients, and families of patients and by assigning cases to the staff.

Provides direct casework and group work services and conducts marital and family conferences with patients and families.

Serves as a liaison between staff and departmental, county, and state officials regarding policies, procedures, and directives.

Conducts meetings periodically to increase the workers' understanding of policies and procedures.

Monitors, reviews, and assesses patients' case records and charts.

Assists in developing policies and procedures for designated unit.

Serves on hospital committees as assigned.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.