



May 2024

FLSA: Non-Exempt

SOCIAL SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, directs, administers, and supervises one or more major social services program areas; coordinates and participates in various special projects and community events that assist the community's homeless population; functions as a cooperative and productive member of the Uplift Eureka program operations team; provides responsible professional and complex staff assistance to the Uplift Eureka Project Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Social Services series with program development, administrative, and day-to-day operational responsibilities of one or more major programs within the Uplift Eureka Division. Incumbents are responsible for supervising and evaluating the work of full-time, part-time, contract, and temporary employees, and volunteers. Specific responsibilities may vary depending upon the site, programs or projects to which assigned. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (*Illustrative Only*) *Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises and reviews the work of staff and volunteers assigned to a Social Services program and related facilities and sites.
- Trains staff in work and safety procedures and in the operation and use of equipment and materials; implements procedures and standards.
- Evaluates employee performance, counsels employees, and assists in selection and promotion.
- Monitors operations and activities of Social Services programs; recommends improvements and modifications and prepares various reports.
- Determines and recommends equipment, materials, and staffing needs for assigned Social Services programs.
- Records and prepares routine reports of work performance.
- Reviews and approves all requests of expenditures by assigned staff; prepares documents for equipment procurement; participates in informal bid processes for maintenance and repair of facilities and equipment, as necessary.

- Plans, develops, directs, and supervises multiple and varied Social Services projects within a major Social Services area, such as Housing, Outreach, Employment Services, Supportive Services, and Resource Navigation.
- Develops, implements, and monitors goals, objectives, policies, and priorities for designated program areas reflective of the community's needs and the City's and Department's overall goals, policies, and ordinances, and in compliance with applicable Federal, State, and local rules, regulations, and guidelines.
- Communicates with participants on an on-going basis; holds and facilitates meetings and team assignments; produces or assists in producing flyers, calendars, newsletters, and other promotional materials to inform the community of programs and upcoming events.
- Acts as a liaison to local residents, governmental agencies, community groups, private businesses, and others concerning questions, problems, concerns, and activities in the provision of Social Service programs.
- Provides input to the Uplift Eureka Division's annual budget by preparing resource, revenue, and expenditure projections for designated program areas; administers and monitors assigned budget monies; tracks and analyzes revenues and expenditures on an ongoing basis, recommends budget adjustments as necessary.
- Researches grant opportunities, prepares grants, and coordinates grant administration
- Coordinates special events activities with other City departments, divisions, outside agencies, and service providers.
- Plans, coordinates, and supervises the collection of data regarding the effectiveness of current programs as well as the community's future needs; conducts comprehensive analysis for planning and developmental purposes.
- Attends meetings, workshops, and conferences as required; makes presentations and provides information regarding assigned program areas/special projects and the City's Social Services upon request.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee and volunteer supervision, including work planning, assignment, direction, review and training.
- Principles and practices of Social Services program administration, including program development, implementation, review and evaluation, budgeting, purchasing, and personnel management; service delivery needs related to the program area(s) to which assigned.
- Behavioral factors, cultural and social needs of individuals in the community.
- Applicable Federal, State, and local laws, codes and regulations related to designated program area(s).
- Recent and on-going developments, current literature, and sources of information related to community program planning and administration.
- Safety principles and practices, including basic first aid and health/hygiene.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, supervise, coordinate, review and evaluate a Social Services program.
- Supervise, select, train, motivate, and evaluate the work of staff and volunteers.
- Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations related to designated program areas.
- Apply City policies, procedures, and organizational priorities related to various Social Services programs as needed.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Respond to medical emergencies and injuries in a calm and effective manner, including providing basic first aid.
- Effectively conduct meetings and make presentations to various groups.
- Maintain facilities and equipment in a clean, safe and secure manner.
- Prepare clear and concise reports, correspondence and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

REQUIREMENTS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major coursework in Social Work, Sociology, Psychology or a closely related field, and
- Three (3) years of work in social services, varied community outreach or customer service experience which involves frequent public contact including;
- Two years of lead or supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record.
- Standard First Aid Certificate issued by the American Red Cross.
- CPR Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR and are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.