

Jurisdiction: Oneida County

Jurisdictional Class:

Adopted: 06/27/01

FAMILY SUPPORT WORKER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Responsible to provide ongoing, intensive, professional supervision to the direct service Staff. This may include either or both of the components of service, family support or family assessment. Assures quality of service provision, also protects the integrity and respect of the families served. The work is performed under general supervision of the Health Families Program Manager. Supervision is exercised over the work of Family Support Workers and Family Assessment Workers. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assist staff to support families in developing realistic and effective support plans that will develop their capacity to become empowered to meet their families objective/goals;

Participates in orientation and in-service training;

Implements a quality assurance plan;

Determines effective methods of intervention;

Directs and provides weekly case management;

Evaluates the performance of Family Support Workers and Family Assessment Workers;

Provides support to staff as well as providing support in stressful working environments;

Acts as Liaison with other agencies;

Functions as a team leader, conducting team meetings and planning groups;

Provides daily support and crisis management;

Performs assessment procedures to determine family eligibility for the program;

Monitor program development and recommends changes;

Conducts record review and monitors the data collections system.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of child development and family relationships; Good knowledge of maternal-infant health; good knowledge of laws and regulations of child abuse and neglect; ability to plan and supervise the work of others; ability to deal with multi-problem families; ability to express oneself clearly and concisely, both orally and in writing; ability to exercise personal discretion and sound judgment when dealing with a culturally diverse community; ability to operate a computer; initiative and resourcefulness.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Social Work, Psychology, Sociology, Family Counseling, Family and Child Development, Nursing or a related field; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Human Services, Nursing or a related field **AND** two (2) years of experience in social work or counseling of families and/or children one (1) year which must have been in a supervisory capacity.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

NOTE: Work hours will vary with job assignments to accommodate home visitations and emergencies.

SPECIAL REQUIREMENTS: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.