Lafayette County

Position Classification: Family Services Manager

Department: Human Services

Reports to: Director of Human Services

Supervises: Family Services Unit (4)

QUALIFICATIONS:

Education and Experience
1. A Master’s Degree in social work or a related field.
2. Possess or be eligible for a Wisconsin Social Work License.
3. Four years experience in family systems, systemic intervention, and Chapter 48.
   OR
4. Combination of a Bachelor’s Degree and at least five years’ experience and training that would provide the required knowledge, skills, and abilities.

Other
The individual must have thorough knowledge of organizations and functions of federal, state, and local governments and their implications on the county level. Familiarity with modern administrative practices, procedures, budgeting, fiscal management, public administration, and personnel management are also necessary for this position. This person should have extensive knowledge of human services principles and methods, as well as, the knowledge and ability to understand human problems, their causes, and potential treatment solutions. This person must have the ability to provide effective leadership to plan and direct the work of others and the ability to establish effective working relationships with the public and others. Thorough knowledge of state and federal programs provided by a Human Services Department. The ability to communicate well with others is a crucial skill for this position.

KNOWLEDGE, ABILITIES, AND SKILLS
- Comprehensive knowledge of approved social work principles and methods in the field of counseling, family inter-relationships, individual and group behavior;
- Thorough knowledge of state and federal programs provided by Human Services Departments;
- Thorough knowledge of the organization and functions of federal, state, and local governments;
- Considerable knowledge of administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management;
- Considerable ability to understand human problems, their causes, and potential treatment solutions;
- Considerable ability to provide effective leadership and to plan and direct the work of others;
- Considerable ability to establish effective working relationships with other agencies and the public;
- Considerable ability to communicate effectively both orally and in writing.

GENERAL STATEMENT OF DUTIES:
Under the general supervision of the Human Services Director, the Family Services Unit Manager will directly supervise the Family Services Unit of Lafayette County Human Services.
EXAMPLES OF WORK:
1. Plans, organizes, directs, and coordinates the work of the staff members in the assigned unit.
2. Assists in employment process and recommends hiring to the Director.
3. Completes performance evaluations and personnel information for all assigned staff persons; subject to the approval of the Director.
4. Develops and monitors a staff development plan for staff members in assigned unit.
5. Plans for the development of needed services, including funding and personnel recommendations.
6. Evaluates existing services and recommends changes to improve service delivery.
7. Recommends and monitors policies and procedures for internal administration of activities.
8. Assists with all management phases of the agency as appropriate.
9. Cooperates in the development, monitoring, and evaluation of programs.
10. Participates in meetings for the purpose of program review and planning.
11. Maintains good community public relations and interprets agency programs to the community.
12. Monitors programs for the purpose of compliance with appropriate county, state, and federal rules and regulations.
13. Serves as alternate Records Administrator.
14. It is unlikely an employee will perform all the duties listed on a regular basis, nor is this list exhaustive in the sense that it covers all the duties that an employee may be required to perform. The examples are merely indicative, not restrictive.

FAMILY SERVICES UNIT SUPERVISOR:

Goals
To ensure the provision of in-home, family-oriented treatment, focused on strengths, for families referred to the unit in need of treatment. To supervise casework staff for accomplishment of the above.

Duties
- Conducts regular conferences with each worker in the unit, reviewing all casework and therapy cases. Ensures complete case documentation.
- Provides supervision, support, and consultation. Plans, directs, and monitors work of subordinates to assure that treatment is provided by the family systems approach in order to maintain an intact family, reduce out-of-home placements, and reunite families where a child has been placed out of the home.
- Determines case assignments; oversees case plans, reports, reviews, and closings to assure each case includes:

  1. A complete assessment of the family with the following:
     a. Assessment and problem description using genograms, ecomaps, timelines, strength assessments, and other assessment methods appropriate for the case.
     c. Frequency of contact.
     d. Duration of service and number of treatment interviews.
  2. A mutually agreed upon service plan specifying services, time-limited goals, and frequency of contacts that meet and protect the client’s needs.
  3. Re-evaluation of the service plan as goals are accomplished, changed, or individual needs change.
  4. A termination summary shared with the family when the goals have been met and termination has been agreed upon with the family.
• Maintains familiarity with and provides orientation and training to staff in all areas of unit responsibilities, including compatible therapeutic techniques.
• Coordinates information sharing with other units and community.
• Assists in ensuring referral to and coordination of identified services. Cooperates with other units to maintain productive relationships, ensuring optimum services to families.
• Identifies gaps in service delivery, training needs, etc.
• Conducts unit meetings with staff on a regular basis for facilitating communications flow. Disseminates information regarding agency policy and procedures.

OTHER REQUIREMENTS/ACTIVITIES:
1. Proportion of time spent in:
   a. Standing 10%; sitting 70%; moving about 20%
   b. Close visual work 10-15%; travel and supervision 85-90%
2. Time spent in operating:
   a. Telephone 5%; Dictaphone 5%; car 10%; calculator 2%, computer ??%
3. Physical requirements:
   a. Ambulatory
   b. Must drive a car and possess a valid driver’s license

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations; and the ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of up to 25 pounds. Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information. The associate frequently is required to sit, reach with hands and arms, talk and hear.

Work Environment:
This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

DISCLAIMER CLAUSE:
Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job; they are intended to be accurate reflections of those principal job elements.