



Position Announcement: Community Social Worker Supervisor (Newly Created)

Centro Hispano of Dane County (Centro) is a grassroots agency with a 35-year history of strong programs and services for Latinos of Dane County. Located on Madison's south side, Centro has a mission of Empowering Youth, Strengthening Families, Engaging the Community.

Centro Hispano has a newly created opening for a Community Social Worker Supervisor to join its growing team. In this newly created role, the Community Social Worker Supervisor will oversee and manage all aspects and staff of Centro's General Support Services which includes New Routes for Adults, General Support, ACA Navigator, and Immigration Services. This individual will supervise 5-6 employees.

This is a full-time, 40 hours per week position based at Centro Hispano. This position offers a competitive salary based on the applicant's qualifications as well as a comprehensive benefits package.

ESSENTIAL DUTIES:

- Implements the vision for culturally relevant case management services through leading, supporting, and motivating staff to offer needs assessment, case management, advocacy, and outreach to the Latino Community in Dane County.
- Ensures that the respective rights and responsibilities of the case managers of the General Support Services team and our clients are clearly defined, and that staff has clear and consistent guidelines for handling and coordinating incoming cases.
- Handle difficult and urgent cases requiring internal and external coordination to ensure staff safety and agency safety while providing the best possible support to our clients.

Supervisory Responsibilities:

- Oversees Direct/Case Management services, needs assessment, and advocacy and Outreach services.
- Motivates staff to achieve goals through individual and group supervision, coaching, goal setting, training, and staff development.
- Hires, trains, develops, and directs department staff.
- Prepares and conducts staff performance evaluations.

Program Management Responsibilities:

- Implements, expands, and improves programs and initiatives for culturally relevant Direct/Case Management Services, Needs Assessment and Advocacy and Outreach services.
- Works with department staff to ensure programs effectively support clients, including youth court referrals.
- Provides community supervision, oversees case management services for New Routes for Adults, General Support, ACA Navigator, and Immigration Services.
- Support staff in their day-to-day, face-to-face contact with adults, adolescents and families, group facilitation, interactions with school staff, law enforcement, immigration and court personnel.
- Oversee the intake/assessments and development of written case plan with clients.
- Maintains regular contact with customers, parents/caregivers, and program partners.



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- Facilitates groups on topics such as errors in thinking, AODA, anger management, etc.
 - Facilitates space for staff to engage in critical reflection.
 - Coordinates program evaluation and reporting to funders.
 - Manages and monitors program budgets and staffing to ensure the most efficient and effective use of resources.

MINIMUM QUALIFICATIONS (Experience, Education, and Special Certifications)

1. Bachelors' Degree in Social Work or related field required.
2. Possesses a Social Work Certification from the WI Department of Safety and Professional Services (DSPS) or be able to obtain certification within six months of employment required.
3. Three years relevant experience effectively managing employees required.
4. Experience working with community agencies and public engagement required.
5. Fluent in Spanish, including reading, writing, and speaking, required.
6. Proficient with computer software applications, preferably Microsoft Office Suite and other relevant automated systems.
7. Proficient and accurate computer keyboarding skills required.
8. Reliable transportation with valid driver's license and current vehicle insurance required.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of culturally relevant adult support programs.
2. Professional and progressive management/leadership skills.
3. Knowledge and work experience with restorative justice.
4. Attentive listening and interpretation skills to clearly understand what people are communicating.
5. Ability to handle, work with, and maintain confidential and sensitive information.
6. Ability to articulate ideas and information verbally and in writing in a clear, tactful, and diplomatic manner.
7. Ability to interact effectively and professionally with all levels of internal and external individuals.
8. Effective and thorough analysis and problem-solving skills.
9. Knowledge of multiple computer software applications, preferably Microsoft Office Suite and requisite automated programs.
10. Professional and effective written, verbal, and presentation communication skills in both English and Spanish.
11. Ability to manage multiple tasks simultaneously while remaining calm under pressure.
12. Ability to work independently and meet work deadlines.
13. Proficient and accurate data entry and keyboarding skills with a strong attention to details.
14. Ability to create and work on documents in various computer software applications efficiently and accurately.
15. Efficient organizational skills.
16. Forward thinking to evolve Centro's Adult Services Programs in the community.

Qualified candidates can submit a cover letter of interest and resume, to: virginia@micentro.org.