

## Position Description Form (PDF)

For Washington General Service (WGS) Positions Only

**INSTRUCTIONS:** This form is to be completed/reviewed by the supervisor of the position when: establishing a new position; prior to filling a vacant position; or when the business needs of the position change. Each PDF must reflect the primary duties and responsibilities, essential functions, required skills and abilities, and other job-related information such as dual language, bargaining unit, work period, funding source, etc.

I. POSITION DESCRIPTION		
1. HRMS 8-DIGIT POSITION NUMBER	2. 4-DIGIT LEGACY NUMBER	3. INCUMBENT'S NAME (IF FILLED)
4. CHECK THE ACTION BOX THAT APPLIES TO THE POSITION <input checked="" type="checkbox"/> New <input type="checkbox"/> Reallocation <input type="checkbox"/> Update duties <input type="checkbox"/> Position relocation <input type="checkbox"/> Data change		5. IS POSITION DESIGNATED EMERGENT PER DSHS EMERGENCY OPERATIONS PLAN? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. CURRENT CLASS TITLE AND CLASS CODE <b>Social Services Specialist 4</b>		7. CURRENT WGS SALARY RANGE
8. PROPOSED CLASS TITLE AND CLASS CODE (FOR REALLOCATIONS OR ESTABLISHMENTS) <b>Family Assessment Response Supervisor</b>		9. PROPOSED WGS SALARY RANGE <b>56</b>
10. WORKING TITLE, IF DIFFERENT		11. WORK SCHEDULE/HOURS OF WORK PER WEEK
12. SHIFT <input checked="" type="checkbox"/> Day <input type="checkbox"/> Evening <input type="checkbox"/> Night <input type="checkbox"/> Rotating <input type="checkbox"/> On-call		13. ASSIGNMENT PAY (REFERENCE CODE)
14. POSITION STATUS <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Non-permanent <input type="checkbox"/> Non-permanent/on-call		15. DATE OF LAST REVIEW BY SUPERVISOR
16. AGENCY NAME AND ADMINISTRATION <b>DSHS (300) Children's Administration</b>		17. SUB-AGENCY/POSITION ORGANIZATION TITLE
18. ADDRESS OF POSITION LOCATION		19. SUPERVISOR'S NAME AND POSITION NUMBER (8 DIGIT AND LEGACY) <b>Name HRMS Legacy</b>
20. BARGAINING UNIT DESIGNATION	21. BACKGROUND CHECK REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No	22. ORGANIZATIONAL CHART ATTACHED <input type="checkbox"/> Yes <input type="checkbox"/> No
23. <input type="checkbox"/> Project Project Employment Number:		24. In-training (attach plan) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		25. IS POSITION ELIGIBLE TO RECEIVE OVERTIME? <input type="checkbox"/> Yes <input type="checkbox"/> No
26. NAME, TITLE, AND TELEPHONE NUMBER OF CONTACT PERSON REGARDING THIS DOCUMENT (PLEASE PRINT)		
II. FOR DSHS CLASSIFICATION AND COMPENSATION UNIT USE ONLY		
1. EFFECTIVE DATE	2. END DATE	3. OVERTIME EXEMPT, OVERTIME ELIGIBLE, SHIFT SCHEDULED MONTHLY?
4. POSITION RETIREMENT ELIGIBLE? <input type="checkbox"/> Yes <input type="checkbox"/> No		5. ORGANIZATIONAL UNIT
6. COUNTY CODE (WHERE POSITION IS LOCATED)	7. APPROVED POSITION CLASS CODE AND CLASS TITLE	
8. ACTION TAKEN (APPROVED/DENIED/REVIEWED)		9. ACTION DATE
11. HR SIGNATURE		12. HR TITLE

### III. GENERAL DESCRIPTION/POSITION OBJECTIVE

1. Summarize the position's scope of work.

Within the Department of Social and Health Services, Children's Administration, Division of Children and Family Services, functions as the first line supervisor of a Family Assessment Response (FAR) unit of Social Service Specialists, who provide professional level social services to clients. This position supervises the delivery of advanced level of specialized case management, specifically assessments and interventions on assigned FAR intakes.

Employ the Planning, Accountability and Tracking process to ensure Social Service Specialists meet all casework management directives as required by law, policy and other mandates. Hold staff accountable for performance issues in compliance with the Collective Bargaining Agreements between the State of Washington and the Washington Federation of State Employees.

Utilize cultural competency to understand, communicate with, and effectively interact with clients, subordinate staff and other individuals across cultures, focusing on understanding and respecting the strengths of the clients including their heritage, cultural beliefs and values, communication and learning styles.

Teach, guide, and mentor subordinate staff in:

- Ensuring child safety is at the forefront of all decision making.
- Achieving and performing all duties with cultural competency;
- Achieving a full understanding and application of the Solution Based Casework (SBC) model in the performance of all duties and responsibilities assigned; and
- The use of FamLink to ensure all documentation and payment initiation requirements are met; in addition to ensuring accurate data for the quality assurance processes.

### IV. SUPERVISORY RELATIONSHIPS

#### PART A

Check the statement that most accurately describes the level of supervision you exercise over this position.

- Close, detailed  
 Spot-check basis only  
 Little, employee responsible for devising own work methods  
 Other (please explain):

#### PART B

1. Check the boxes that apply to this position or if the position has the authority to recommend any of these actions.  
 Hires    Evaluates    Corrects    Disciplines    Terminates others    Assigns work  
 Instructs and checks the work of others  
 Not applicable
2. Is this a supervisory position?  Yes    No   Is this a lead position?  Yes    No  
If yes, attach organizational chart with position numbers and classification titles of the position's supervisory chain as well as this position's subordinate positions.
3. Add any additional information that clarifies this position's management, supervisory, or lead responsibilities.

### V. ASSIGNED DUTIES AND RESPONSIBILITIES

List all assigned duties and responsibilities of the position, and the percentage of time dedicated to carrying out those duties. The percentage of time under "Percentage" below must equal 100%. If you are going to use the phrase "other duties as assigned," put it in this section but it cannot exceed more than 5% of the total position's duties and responsibilities. Underline the essential functions of the position. Essential functions are those functions that must be performed by the incumbent in this position. They cannot normally be re-assigned without impacting the allocation of the position.

Percent: **50%**

Duties Performed: **Family Assessment Response (FAR) Program**

Demonstrate, monitor, teach and mentor Social Service Specialists to successfully apply the components of the Solution Based Casework (SBC) model with cultural competency. The SBC Components include:

- Developing partnerships with families,
- Focusing on practical everyday life tasks,
- Promoting specific skills tied to the family's tasks as identified, and how and what additional actions to take when needed to meet the needs of child safety, permanency and well-being.

This position is responsible for supervising a unit of Social Service Specialists accepting, evaluating and processing referrals to local Children's Administration office to accomplish agency goals of child protection, permanency planning, and enhancing child well-being. The unit supervisor is responsible to provide regular, thorough clinical review and consultation on all assigned cases with the goal of assisting Social Service Specialist to provide high quality service delivery, maintaining a steady focus on child safety. This position also is responsible for providing clinical review and consultation to staff, and to maintain current knowledge of applicable laws, rules and policies on delivery of child protective and child welfare services within Washington State and deliver services accordingly.

Activities include: examining case information, considering alternate sources of information, applying research based service delivery information to current situations, modeling and applying critical thinking principles in staffing and case reviews, modeling effective participation in shared decision making meetings, gathering and sharing information about community resources, establishing service delivery standards and practices that are family centered, youth centered and inclusive of relatives and caregivers, ensuring required documentation is completed in a timely and professional manner, tracking progress toward case goals, and motivating and assisting staff to accomplish case goals.

**Supervising Social Service Specialist staff:** Schedule formal case conferences with staff at least once a month, to counsel and advise on case planning. The focus of these monthly conferences is assessing risk and safety issues, making determinations about the status of each open case, and reviewing the sufficiency, timeliness and completion of the service plan for each child and all parents. All cases assigned in the unit are to have a supervisory review each month. Reviewing activities with parents and relatives to establish case goals; identifying services for the family.

This position is responsible for planning, directing and managing the workload of the unit. The supervisor develops and disseminates expectations that apply to all staff in the unit. Work of the unit must be monitored to ensure compliance with federal law, state law, Children's Administration policy and procedures. The supervisor is familiar with data resources developed for monitoring purposes and uses these resources regularly to track unit productivity and progress toward established state, federal and fiscal goals.

**Performance Assessment:** The supervisor is responsible to monitor the performance of all staff. Staff is expected to be skilled and productive in achieving the goals of the agency. The supervisor is responsible to follow existing procedures to address performance concerns and assist staff in correcting behavior or performance by providing guidance and counseling.

The supervisor monitors staff training needs, ensures staff attend required trainings, schedules and offers training as needed to improve knowledge of organizational expectations, policies and procedures. The supervisor supports staff to receive continued training in critical areas such as diversity issues, research in the field of child protection/child welfare, and clinical practice skills.

Maintains field files to document supervisory activities and completes fair, thorough and accurate performance assessments yearly on each employee.

	<p>The supervisor regularly discusses staff performance with the Area Administrator. Employee misconduct or work performance that does not respond to supervisory guidance must be reported to the Area Administrator and consultation obtained regarding possible discipline.</p>
45%	<p><b><u>Community Relationships:</u></b> Maintain working relationships with community providers to include treatment providers, child placing agencies, contracted and non-contracted service providers, probation officers, foster parents, attorneys, Native American Tribes, law enforcement, school personnel and families. Work to identify and strengthen community partnerships to increase client engagement and build supports for children and families. Attend meetings and staffing to resolve program and agency issues as they develop. Respond to issues and concerns promptly and respectfully so that issues can be resolved at the earliest opportunity. Share information, as requested, about CA Policies, Regional Expectations, and applicable RCWs and WACs. Teach and model a collaborative working style with critical stakeholders in child welfare service delivery. Effectively communicate and comprehend (through oral and written forms of communication) with management, peers, clients, community colleagues and the public.</p> <p>Supervisors participate as much as possible in shared decision making meetings and staffing with assigned Social Service Specialist including Family Team Decision Making meetings, CPT meetings, and transfer staffing,</p> <p><u>Additional activities include approving and advising on:</u> exceptional cost plans, home-based services plans, additional payment requests, exceptions to policies, referrals for intensive services (FAST, BRS etc.), mental health services, Sexually Aggressive youth funding treatment and supervisor recommendations.</p> <p>Supervisors participate as much as possible in shared decision making meetings and staffing with assigned Social Service Specialist including Family Team Decision Making meetings, CPT meetings, and transfer staffing,</p> <p><u>Supervisors review and revise service referrals and letters, as well as family assessments completed by Social Service Specialists.</u></p> <p><b><u>Effective representative of Children’s Administration:</u></b> The supervisor participates effectively on work groups designed to shape agency policy and practice including regional or office supervisor meetings, assigned state, regional or local office work groups, assigned community task forces, committees or work groups. <u>The supervisor represents the Children’s Administration at all times while working and works in a professional, collaborative way to further the mission of the agency.</u></p>
5%	Other duties as assigned.

**VI. POSITION SPECIFIC QUALIFICATIONS**

- a. List required education, experience, licensure, and skills and abilities.

A Bachelor's degree or higher in social services, human services, behavioral sciences or an allied field and two years of experience as a Social Service Specialist 3 since July 1, 1988.

OR

A Bachelor's degree in social services, human services, behavioral sciences or an allied field and four year of experience as a Social Service Specialist 2 since July 1, 1988.

OR

A Master's degree in social services, human services, behavioral sciences or an allied field and four years of paid social service experience equivalent to a Social Service Specialist 2.

OR

A Bachelor's degree in social services, human services, behavioral sciences or an allied field and six years of paid social service experience performing functions equivalent to a Social Service Specialist 2.

Two years of paid social service experience must include assessing risk and safety to children and providing direct family-centered practice services (strengthening and preserving family units).

NOTE: A two year Master's degree in one of the above fields that included a practicum may be substituted for one year of paid social service experience.

NOTE: Equivalent social service experience would include the previous classes of Caseworker 3 or higher.

OR

**For Promotion Only: A Bachelor's degree and six years of experience as a Caseworker 3, Social Service Specialist 1A or B, Social Service Specialist 2, Casework Supervisor Trainee, Casework Supervisor, Juvenile Rehabilitation Supervisor 1 or 2, or Juvenile Rehabilitation Counselor 2 or 3 in state service or a Community Service Program Manager in Children and Family Services providing training to foster parents and Social Service Specialist.**

NOTE: Employees must successfully complete the formal training course sponsored by their division within one year of their appointment

b. List desirable skills and abilities.

**Ability to appropriately apply child safety and permanency planning social work skills to a variety of complex situations involving child abuse and neglect so that children are protected and achieve a safe permanent living arrangement within federal timelines.**

**Ability to use data and case management and data tracking software to assist in problem identification and problem solving.**

**Strong organizational and time management skills.**

**Ability to partner effectively with community partners and professionals to develop and maintain resource teams to support children and families.**

**Ability to write clear and professional documents.**

**Ability to deliver oral presentations in court, meetings and other situations that are cogent, articulate and fact based.**

**Leadership skills including ability to identify strengths in others identify solutions to complex problems, motivate peers and clients and clearly articulate logic model used for decisions made.**

## **VII. SPECIAL REQUIREMENTS AND/OR CONDITIONS OF EMPLOYMENT**

List any licensing, certification, or other special requirements.

Under the DSHS Emergency Operations Plan, the incumbent may be required to perform the following during a recognized emergency:

- Report for duty on short notice for a specified timeframe.
- Report for duty outside of normally scheduled work hours and workdays.

- Report to a duty station that is different from the official duty station.
- Perform work tasks outside the normal scope of duties reflected in this PDF.

During a recognized emergency, the duties may be different from normal duties, and will be temporary in nature, lasting only as long as necessary.

**VIII. WORKING ENVIRONMENT**

Describe working environment (office, field, indoors/outdoors, exposure to risks, safety requirements, etc.) and anticipated variation in working hours (such as flexible schedule, some evening and weekend work, occasional travel, etc.). Some or all of these conditions may be noted under Section V., ASSIGNED DUTIES AND RESPONSIBILITIES.

**Ability to work in a fast paced and stressful environment.**

**Work space will be an office, however may involve some field work for training and coaching purposes.**

**Must possess a valid driver's license and insurance.**

**Work hours are flexible to accommodate the needs of families.**

**IX. SIGNATURES**

The job duties as identified in Section V are an accurate reflection of the work to be performed by this position.

<b>The incumbent has performed the essential functions contained in this document for _____ months.</b>	
Supervisor's signature	Date of supervisor's signature
Title	Telephone number
<b>Approving authority's signature</b>	
<b>Date of approving authority's signature</b>	
Title	Telephone number
<b>As the incumbent in this position, I have received a copy of this position description.</b>	
Employee's signature and date of signature	