



Family Services Manager

Social Services

Position # : SSD 1507

FLSA: Exempt

Grade: 22

JOB SUMMARY

This position manages the operations of the Family Services unit.

MAJOR DUTIES

- Implements Virginia Department of Social Services family services programs; ensures compliance with policies and procedures.
- Provides professional and technical consultation with workers on program-related matters to ensure client safety and appropriate service implementation.
- Hires, trains, assigns, schedules, directs, supervises, evaluates and disciplines assigned staff.
- Attends court, accompanies workers on home visits, observes interviews, and talks with client to ensure the quality of work performed.
- Participates in department meetings with other management-level staff.
- Evaluates unit functionality and caseload management.
- Reviews case records for accuracy, to ensure required documentation is included, and to ensure compliance with policies and procedures.
- Builds and maintains community partnerships.
- Represents the agency in criminal and civil proceedings as required; provides sworn testimony regarding Child Protective Services, Foster Care, and Foster Care Prevention cases.
- Builds and maintains effective communication and partnerships with various agencies to coordinate a multi-disciplinary response to Child Protective Services and Domestic Violence cases.
- Provides agency representation on the Family Assessment and Planning Team.
- Attends monthly Board meetings.
- Provides intake coverage and back-up for Services Unit as needed.

- Completes Child Protective Services investigations.
- Seeks new community resources for client referral.
- Responds to disaster situations and manages staff during shelter operations.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of program management principles and practices.
- Knowledge of Social Work principles and practices.
- Knowledge of human resources management principles.
- Knowledge of fiscal management principles and practices.
- Knowledge of computers and job-related software programs.
- Skill in management and supervision.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Social Services Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Virginia State Code, Virginia Department of Social Services policies and procedures, the Virginia Administrative Code, relevant federal and state program policies and procedures, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Changing demands and priorities contribute to the complexity of the position.
- The purpose of this position is to manage the operations of the Family Services unit. Successful performance contributes to the efficient and effective delivery of services to area residents.

CONTACTS

- Contacts are typically with co-workers, other county personnel, law enforcement personnel, court personnel, mental health professionals, attorneys, recipients of direct services, and members of the general public.
- Contacts are typically to exchange information, motivate persons, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office, in client homes, and outdoors, occasionally in cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Family Services Specialist (6).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Virginia for the type of vehicle or equipment operated.