

**PORTAGE COUNTY**  
**Job & Family Services**

**TITLE:** Public Children Services Agency (PCSA) Supervisor

**DIVISION:** Public Children Services Agency

**WORKING HOURS:** 8:00 a.m. to 4:30 p.m. or 9:00 a.m. to 5:30 p.m. Monday-Friday, or 7:00 a.m. to 5:30 p.m. (four – ten hour days). Based on staff's hours and emergencies, the supervisor will be required to commit to a minimum of 3 late nights in a calendar month.

**JOB OBJECTIVES:** The primary purpose of the PCSA Supervisor position is providing daily supervision of Social Service Workers in the Intake, Assessment, Intervention and Placement units with PCSA. Functions as a liaison between County Agency, courts, law enforcement, community agencies, schools and the public. Monitors compliance with State and Federal mandates and assesses employees' caseloads to ensure compliance.

**ESSENTIAL JOB FUNCTIONS:**

- Directly supervise Social Service workers in matters of child/elderly abuse, neglect, child dependency, adoption, foster care licensing and placement and residential placement in accordance with Ohio laws, rules and regulations.
- Carry out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include: interviewing, hiring, training, assigning and directing work, performance appraisal, discipline, settling grievances, addressing complaints and resolving problems, providing interpretation of County policies, procedures, rules and laws.
- Conduct staff meetings to keep employees current on new procedures, laws and policies.
- Conduct quarterly reviews of cases for the compliance with State and Federal mandates; establish corrective action plans when needed.
- Monitor and assess quantity and quality of employees' caseloads and ensure corrections are made when necessary.
- Address and resolve complaints from clients, foster parents, courts, lawyers and community based social service agencies-
- Represent the Agency and provide consultation to the public and other agencies as necessary; act as liaison between county agency, courts, law enforcement, community agencies and schools to ensure coordination of family services.
- Handle child abuse and neglect emergency referrals during after-hours and on holidays on a rotating basis, if necessary (CARES program).
- Compile data obtained from workers regarding in-house statistical and fiscal data, including movement of children, and tracking service to families and submit to PCSA Administrator.
- Ensure and maintain security and confidentiality of unit caseload data, which includes information stored on Agency computer and other information systems.
- Adhere to Local, State and Federal laws and regulations.
- Serve as back-up for direct report employees when necessary.
- Keep current in area of responsibility by attending conferences and training applicable to area of expertise.

- Perform other related duties as required.
- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.

## **NON-ESSENTIAL JOB FUNCTIONS:**

Performs related Essential and Non-Essential functions as needed.

## **I. JOB REQUIREMENTS**

### **Systems:**

Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

**Equipment:** Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, scanner, fax machine and shredder.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in the position:

- **Flexibility:** Provide support and guidance to staff on their caseloads when unexpected emergencies and late visits arise.
- **Adaptability** – Maintain effectiveness when experiencing major changes in work or environment. Manage competing demands. Adjust behavior or change approach or method to best fit the situation. Able to deal with frequent change, delays or unexpected events.
- **Coaching** – Provide timely guidance and feedback to help others strengthen specific knowledge/skill areas. Clarifies issues at hand, explains and demonstrates, provides feedback and reinforcement.
- **Communication Skills** – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- **Customer Service** – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- **Delegation** – Delegate work assignments or projects considering the knowledge, skills and experience of the assigned individual and characteristics of the assignment or project. Set expectations and give authority to work independently. Communicate time frames, gather appropriate information and evaluate results.
- **Ethics** – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- **Initiative** – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- **Interpersonal Skills** – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas

and try new things.

- Judgment – Display willingness to make decisions. Exhibit sound and accurate judgment. Support and explain reasoning for decisions. Include appropriate people in decision-making process. Make timely decisions. Understand business implications of decisions.
- Leadership – Interact with others in a way that instills confidence in one's own intentions and in the intentions of the organization. Exhibit confidence in self and others. Inspire and motivate others to perform well. Effectively influence actions and opinions of others. Accept feedback from others. Give appropriate recognition to others.
- Planning – Establish well developed short- and long-term plans to meet future needs. Recognize progress points and monitor plans to achieve desired results. Implement contingency plans. Adhere to schedules and plans with ability to prioritize.
- Teamwork – Balance team and individual responsibilities to help accomplish work goals. Exhibit objectively and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.
- Technical Skills – Thorough knowledge of federal, state, county and departmental policies, procedures and practices. Knowledge of JFS computer systems and related software packages, including policies and procedures associated with their use. Pursue training and development opportunities to continuously build knowledge and skills. Share expertise with others. Demonstrate knowledge of public administration principles.

**Job Standards:** Bachelor's Degree in Social Work or related field from a four-year college or university and a minimum of five (5) years' experience working in the social work field. Master's Degree and prior supervisory experience preferred. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

## **II. DIFFICULTY OF WORK**

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

## **III. RESPONSIBILITY**

This is a responsible position with considerable independence requiring a significant amount of judgment and sensitivity to human services issues facing the County. Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Supervisor makes critical decisions on a daily basis and at times, without input from the PCSA Administrator. Errors in work are detected within the office in which they occur, possibly affecting the work of others and requiring expenditure of time to correct. Errors in work that are not detected may lead to state or federal sanctions or lawsuits.

## **IV. PERSONAL WORK RELATIONSHIPS**

Incumbent has contacts with co-workers, employees of the County, and with the general public. The purpose of these contacts is to coordinate departmental efforts internally and with other County departments and outside entities.

**V. PHYSICAL EFFORT AND WORK ENVIRONMENT**

**Physical**

**Requirements:**

Incumbent performs active work that may require lifting up to fifty (50) pounds occasionally.

**Physical Activity:**

Incumbent performs the following physical activities: walking, standing, kneeling, crawling, bending, twisting, reaching above shoulders, reaching below knees, talking, hearing, driving and repetitive motions.

**Visual Activity:**

Incumbent performs work where the seeing job is close to the eyes and far away. Peripheral and depth perception are also necessary; Ability to drive at night.

**Job Location:**

Incumbent primarily works inside with no exposure to adverse environmental conditions but frequently travels to locations with possible adverse environmental conditions.

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