

OCCUPATIONAL GROUP: Social Services

CLASS FAMILY: Social Service Programs

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to plan, develop, implement, monitor and evaluate social service programs in compliance with state and federal laws, rules, regulations, policies and procedures. These positions do not determine eligibility or administer benefits. Programs may include senior services, family services, rehabilitation services and others.

CLASS TITLE: Social Service Program Specialist

DISTINGUISHING CHARACTERISTICS:

These positions perform full performance level professional assistance related to the planning, development, implementation, monitoring and/or evaluation of one or more small social service programs, requiring interpretation and application of state and federal laws, rules, regulations, policies and procedures. Individuals in these positions typically do not have supervisory or budgetary responsibilities. Extensive travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes and interprets state and federal laws, rules, regulations, policies and procedures governing program or technical area and applies them appropriately to resolve problems and assure compliance.
- Monitors changes in state and federal laws, rules, regulations, policies and procedures and advises participants and other staff.
- Collaborates on determining need for changes in policies, procedures and guidelines, devises resolutions and changes and monitors success.
- Drafts program manuals.
- Represents the program within the agency and outside entities.
- Communicates with federal, state and local program representatives.
- Completes special and/or statistical reports, analyzes data and interprets results.
- Oversees the work of support staff or other specialists in relation to the completion of specific assignments.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the state and federal laws, rules, regulations, policies and procedures governing the program or technical area.
- Knowledge of the program or technical area's relationship to the rest of the agency and other user entities.

- Ability to analyze situations, problems and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to represent the program or technical area and to provide consultation on program or agency concerns.
- Ability to synthesize information and provide interpretation.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree related to Social Services from a regionally accredited college or university.

Experience: 1 – 3 years of full-time or equivalent part-time paid experience related to Social Services.

Education & Experience Substitution: None.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Program Specialist Senior

DISTINGUISHING CHARACTERISTICS:

These positions perform advanced level professional assistance related to the planning, development, implementation, monitoring and/or evaluation of one or more large social service programs, requiring interpretation and application of state and federal laws, rules, regulations, policies and procedures. Individuals in these positions typically do not have supervisory or budgetary responsibilities. Extensive travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides case consultation and technical assistance to Social Work Specialists and Social Work Supervisors.
- Conducts case reviews to determine compliance with applicable laws, rules, regulations, policies and procedures.
- Reviews and makes recommendations on critical social services situations.
- Grants policy waivers and exceptions according to agency protocol.
- Studies and recommends changes to policies, procedures, standards and methods related to social service programs.
- Develops collaborative efforts among social services agencies.
- Assists in development of content for social service training programs.
- Completes special and/or statistical reports, analyzing data and interpreting results.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of theories, principles, methods and techniques of social services casework.

- Knowledge of the social rehabilitation process, including procedures, methods, techniques and practices.
- Knowledge of community and family social, economic and health problems.
- Knowledge of applicable alternative resources.
- Knowledge of social services legislation.
- Ability to establish and maintain effective relationships with professionals at all levels.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree related to Social Work from a regionally accredited college or university.

Experience: 4-6 years of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education. A master's degree in Social Work may substitute for the required experience on a year-for-year basis.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners may be required.

CLASS TITLE: Social Service Program Manager 1

DISTINGUISHING CHARACTERISTICS:

These positions perform program management duties related to the planning, development, implementation, monitoring and evaluation of one or more small social service programs, requiring interpretation and application of state and federal laws, rules, regulations, policies and procedures, provide technical assistance to agency staff and are responsible for the day-to-day operations of the program. Individuals in these positions typically do not have supervisory responsibilities, but may provide input into setting a budget and be responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, assigns and reviews the work of professional, technical and support staff.
- Provides program direction and enforces agency objectives, policies and procedures.
- Manages recruitment and selection process, staff development, disciplinary matters and other related actions.
- Develops collaborative efforts among social services agencies.
- Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures.
- Monitors and evaluates program administration and the delivery of services to clients.
- Provides technical consultation and policy interpretation to staff, supervisor, public officials and advocacy groups.
- Plans and implements programs for the training of professional, technical and support staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of theories, principles, methods and standards of social service programs.
- Ability to plan and coordinate work, plan and project budgetary needs and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with co-workers, the public, advocacy groups and federal and state agencies.

MINIMUM QUALIFICATIONS:

Education: Master's degree related to Social Services from a regionally accredited college or university.

Experience: 2 - 4 years of full-time or equivalent part-time paid experience related to Social Services.

Education & Experience Substitution: Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Program Manager 2

DISTINGUISHING CHARACTERISTICS:

These positions perform program management duties related to the planning, development, implementation, monitoring and evaluation of one or more large social service programs, requiring interpretation and application of state and federal laws, rules, regulations, policies and procedures, provide technical assistance to agency staff and are responsible for the day-to-day operations of the program. Individuals in these positions may have supervisory responsibilities, provide input into setting a budget and be responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, assigns and reviews the work of professional, technical and support staff.
- Provides program direction and enforces agency objectives, policies and procedures.
- Manages recruitment and selection process, staff development, disciplinary matters and other related actions.
- Develops collaborative efforts among social services agencies.
- Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures.
- Monitors and evaluates program administration and the delivery of services to clients.

- Provides technical consultation and policy interpretation to staff, supervisor, public officials and advocacy groups.
- Plans and implements programs for the training of professional, technical and support staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of theories, principles, methods and standards of social service programs.
- Ability to plan and coordinate work, plan and project budgetary needs and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with co-workers, the public, advocacy groups and federal and state agencies.

MINIMUM QUALIFICATIONS:

Education: Master's degree related to Social Services from a regionally accredited college or university.

Experience: 3 - 5 years of full-time or equivalent part-time paid experience related to Social Services.

Education & Experience Substitution: Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Manager 1

DISTINGUISHING CHARACTERISTICS:

These positions oversee multiple, large social service programs within a small district and provide technical assistance to staff. Work may include planning, development, implementation, monitoring and evaluation of programs, policies, procedures and services, as well as staff mentorship. Individuals in these positions have supervisory responsibilities over professional, technical and/or support personnel and typically are responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Accountable for the delivery of social service programs and activities in the local office, cost efficient use of staff and resources and effective management and program evaluation.
- Plans, assigns, coordinates and reviews the work of supervisory, professional, technical and office support staff in the delivery of services.

- Assists in the establishment of program goals and objectives and monitors program policies, practices and procedures for compliance in accordance with state and federal requirements.
- Supervises preparation of regular and special reports on local office program status.
- Performs in a liaison/advocacy role with state and local agencies, collaborates with and responds to client advocacy groups, educational institutions and community service organizations, serves on a variety of state and local committees and coordinates programs and office activities with state and local initiatives.
- Maintains familiarity with modern principles and practices of social service programs and initiatives, facilitates programmatic and systems changes to meet client needs and supports approved program changes.
- Prepares and administers the local office budget, approves expenditures and supervises fiscal records maintenance and reporting.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of the philosophy, practices and principles of social service program administration.
- Knowledge of modern personnel management principles and practices.
- Ability to plan, organize and evaluate multiple, complex social service programs on a local level.
- Ability to comprehend and apply complex state and federal laws, rules, regulations, policies and procedures.
- Ability to make cost-effective decisions in the use of staff and resources.
- Ability to work effectively with state and local agency personnel, advocacy groups and community organizations.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct the work of supervisory, professional and support staff.
- Ability to prepare reports on program status.
- Ability to evaluate program effectiveness and develop alternative actions when necessary.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree related to Social Services from a regionally accredited college or university.

Experience: 4 – 6 years of full-time or equivalent part-time paid experience related to Social Services, 2 years of which must have been in a supervisory capacity.

Education & Experience Substitution: Master's degree related to Social Services from a regionally accredited college or university may substitute for the required non-supervisory experience on a year-for-year basis.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Manager 2

DISTINGUISHING CHARACTERISTICS:

These positions oversee multiple, large social service programs within a medium district and provide technical assistance to staff. Work may include planning, development, implementation, monitoring and evaluation of programs, policies, procedures and services, as well as staff mentorship. Individuals in these positions have supervisory responsibilities over professional, technical and/or support personnel and typically are responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Accountable for the delivery of social service programs and activities in the local office, cost efficient use of staff and resources and effective management and program evaluation.
- Plans, assigns, coordinates and reviews the work of supervisory, professional, technical and office support staff in the delivery of services.
- Assists in the establishment of program goals and objectives and monitors program policies, practices and procedures for compliance in accordance with state and federal requirements.
- Supervises preparation of regular and special reports on local office program status.
- Performs in a liaison/advocacy role with state and local agencies, collaborates with and responds to client advocacy groups, educational institutions and community service organizations, serves on a variety of state and local committees and coordinates programs and office activities with state and local initiatives.
- Maintains familiarity with modern principles and practices of social service programs and initiatives, facilitates programmatic and systems changes to meet client needs and supports approved program changes.
- Prepares and administers the local office budget, approves expenditures and supervises fiscal records maintenance and reporting.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of the philosophy, practices and principles of social service programs administration.
- Knowledge of modern personnel management principles and practices.
- Ability to plan, organize and evaluate multiple, complex social service programs on a local level.
- Ability to comprehend and apply complex state and federal laws, rules, regulations, policies and procedures.
- Ability to make cost-effective decisions in the use of staff and resources.
- Ability to work effectively with state and local agency personnel, advocacy groups and community organizations.

- Ability to communicate effectively, both orally and in writing.
- Ability to direct the work of supervisory, professional and support staff.
- Ability to prepare reports on program status.
- Ability to evaluate program effectiveness and develop alternative actions when necessary.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree related to Social Services from a regionally accredited college or university.

Experience: 5 – 7 years of full-time or equivalent part-time paid experience related to Social Services, 2 years of which must have been in a supervisory capacity.

Education & Experience Substitution: Master's degree related to Social Services from a regionally accredited college or university may substitute for the required non-supervisory experience on a year-for-year basis.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Manager 3

DISTINGUISHING CHARACTERISTICS:

These positions oversee multiple, large social service programs within a large district and provide technical assistance to staff. Work may include planning, development, implementation, monitoring and evaluation of programs, policies, procedures and services, as well as staff mentorship. Individuals in these positions have supervisory responsibilities over professional, technical and/or support personnel and typically are responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Accountable for the delivery of social service programs and activities in the local office, cost efficient use of staff and resources and effective management and program evaluation.
- Plans, assigns, coordinates and reviews the work of supervisory, professional, technical and office support staff in the delivery of services.
- Assists in the establishment of program goals and objectives and monitors program policies, practices and procedures for compliance in accordance with state and federal requirements.
- Supervises preparation of regular and special reports on local office program status.
- Performs in a liaison/advocacy role with state and local agencies, collaborates with and responds to client advocacy groups, educational institutions and community service organizations, serves on a variety of state and local committees and coordinates programs and office activities with state and local initiatives.
- Maintains familiarity with modern principles and practices of social service programs and initiatives, facilitates programmatic and systems changes to meet client needs and supports approved program changes.

- Prepares and administers the local office budget, approves expenditures and supervises fiscal records maintenance and reporting.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of the philosophy, practices and principles of social service programs administration.
- Knowledge of modern personnel management principles and practices.
- Ability to plan, organize and evaluate multiple, complex social service programs on a local level.
- Ability to comprehend and apply complex state and federal laws, rules, regulations, policies and procedures.
- Ability to make cost-effective decisions in the use of staff and resources.
- Ability to work effectively with state and local agency personnel, advocacy groups and community organizations.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct the work of supervisory, professional and support staff.
- Ability to prepare reports on program status.
- Ability to evaluate program effectiveness and develop alternative actions when necessary.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree related to Social Services from a regionally accredited college or university.

Experience: 6 – 8 years of full-time or equivalent part-time paid experience related to Social Services, 2 years of which must have been in a supervisory capacity.

Education & Experience Substitution: Master's degree related to Social Services from a regionally accredited college or university may substitute for the required non-supervisory experience on a year-for-year basis.

Certificates, Licenses, Registrations: None.

CLASS TITLE: Social Service Programs Director

DISTINGUISHING CHARACTERISTICS:

These positions provide administrative oversight of multiple social service programs within a region comprised of multiple districts. Work may include planning, development, implementation, monitoring and evaluation of programs, policies, procedures and services, staff mentorship and technical consulting. Individuals in these positions have supervisory responsibilities over professional, technical and/or support personnel and are responsible for setting and controlling a budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Accountable for the delivery of social service programs and activities in the designated region, cost efficient use of staff and resources and effective management and program evaluation.
- Assists in the establishment of program goals and objectives and monitors program policies, practices and procedures for compliance in accordance with state and federal requirements.
- Forecasts program requirements for staff, equipment, materials and supplies, develops regional budgets, allocates funds to local offices by program priority and local need and monitors and approves expenditures.
- Performs in a liaison/advocacy role with federal, state and local agencies, collaborates with and responds to client advocacy groups, educational institutions and community service organizations, serves on a variety of federal, state and local committees and coordinates programs and office activities with federal, state and local initiatives.
- Supervises personnel activities for the region, including selection, recruitment and advancement of employees, training and development, performance evaluation and disciplinary matters.
- Oversees procurement for the region, including purchase approvals and recordkeeping.
- Maintains familiarity with modern principles and practices of social service programs and initiatives, facilitates programmatic and systems changes to meet client needs and supports approved program changes.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency, state and federal laws, rules, regulations, policies and procedures pertaining to social problems and social welfare programs.
- Knowledge of the philosophy, practices and principles of social service programs administration.
- Knowledge of organization and management principles and practices.
- Knowledge of public sector budget preparation and execution.
- Ability to plan, organize and evaluate multiple, complex social service programs on a regional level.
- Ability to comprehend and apply complex state and federal laws, rules, regulations, policies and procedures.
- Ability to plan and execute program and administrative budgets; to make cost-effective decisions in the use of staff and resources.
- Ability to work effectively with federal, state and local agency personnel, advocacy groups and community organizations.
- Ability to communicate effectively, both orally and in writing.
- Ability to supervise the work of administrative, professional and support staff.
- Ability to prepare reports on program status.
- Ability to evaluate program effectiveness and develop alternative actions for program effectiveness.

MINIMUM QUALIFICATIONS:

Education: Master's degree related to Social Services from a regionally accredited college or university.

Experience: 4 - 6 years of full-time or equivalent part-time paid supervisory experience related to Social Services.

Education & Experience Substitution: Additional experience as described above may substitute for the required Master's degree on a year-for-year basis.

Certificates, Licenses, Registrations: None.

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