

## **CHILDREN, YOUTH & FAMILIES SERVICES MANAGER (CHILD PROTECTIVE SERVICES/YOUTH AIDS)**

### **DEFINITION**

Under general supervision, manages and implements child protective services/youth aids programs for the Children, Youth & Families Division of the Department of Human Services. Responsible for: providing direct supervision of Social Work Supervisors; interpretation of federal and state guidelines and compliance with externally imposed regulations and procedures; evaluation and oversight to ensure the efficient and effective operation of the programs in the Division; planning to meet identified needs and strategies for correction of identified problems; identifying staff development needs and assist in staff development and the maintenance of a plan for providing needed training; representation of the Division on matters pertaining to child protective/youth aids services; and perform related work as required.

### **EXAMPLES OF DUTIES**

Meet regularly with Social Work Supervisors for case consultations, program and policy implementation; supervise Social Work Supervisors including work assignment, setting performance standards, performance evaluation, training and development; effectively recommends personnel actions including hiring, promotion, probationary decisions, discipline and the adjustment of grievances; identify program goals and methods for implementation and evaluation; act as resource person to Division Administrator for special assignments and projects; review requests for exception from Division policies and procedures; collect program data and assist in preparing Division budget items; maintain knowledge and expertise on federal, state and county policies and interpret these to supervisors; make recommendations regarding staffing needs to Division Administrator; meet with Social Work Supervisors regarding policy changes, issues and communications relating to the community; participate in union contract negotiations as needed; work with staff development supervisor to maintain training opportunities and develop measurable performance standards; maintain effective working relationship with the Juvenile Court and community resources.

### **EMPLOYMENT STANDARDS**

Education and Experience: A bachelor's degree in social work or closely related human services field and at least three years supervisory experience in a social/human services delivery system which demonstrates performance of all of the following job functions: supervision of professional human services staff including employee and work unit performance evaluation; program development including development and maintenance of operational policies and procedures; program evaluation; interpreting policies and making presentations to committees, boards, and other organized groups.

(OVER)

CHILDREN, YOUTH & FAMILIES SERVICES MANAGER

Knowledges and Abilities: Extensive knowledge of family based service delivery, youth aids/delinquency, and child protective services; knowledge of personnel management and collective bargaining; ability in program planning and evaluation; ability to collect data to document need; knowledge of federal and state laws as well as policies and regulations pertaining to human services programs; knowledge of internal administration involving organizing, delegating and coordinating functions; ability to assess information including facts, evaluation, and conclusions in terms of established standards; ability to achieve the accomplishment of work objectives through assigned staff; ability to exercise sound judgment and discretion in developing, applying, and interpreting program policies and procedures; knowledge of social welfare problems and human service delivery systems; ability to communicate effectively orally and in writing.