



SOCIAL SERVICES MANAGER

DEFINITION

Under general direction from senior staff, the position provides community outreach and coordination with internal/external partners on services, programs, and projects; and referrals to address community social service needs, including at-risk youth and individuals and families that are homeless or at risk of homelessness. Assists with management and strategic planning as well as performs a variety of duties related to social services and counseling programs/operations within the City of Woodland.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff.

May exercises direct supervision over assigned supervisory, professional, technical and clerical personnel.

EXAMPLES OF DUTIES

Duties include, but are not limited to, the following:

ESSENTIAL JOB FUNCTIONS:

Duties may include, but are not limited to, the following:

- Assist in the development and implementation of goals and objectives; establish schedules and methods for social services and community programs and projects; develop and implement policies and procedures.
- Provide outreach, assessment and case management to individuals and families who are homeless or at risk of homelessness or in need of other social service intervention.
- Perform intensive casework with individuals who may be suffering from mental illness and addictive/dependence disorders;
- Consult, refer cases, and work actively with government agencies and private partners/community groups. Participate in homeless coordinated entry case conferences and meetings of the multi-disciplinary team for homelessness intervention.

- Refer individuals and families to appropriate community resources. Perform case management duties for individuals and provide service referrals to social service providers for at-risk youth and individuals/families who are homeless or at risk of homelessness.
- Prepare case records, documents, and correspondence in a timely manner.
- Accompany police personnel as needed, in order to provide counseling and/or outreach services.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for social service programs and projects; monitor and control expenditure.
- Identify potential grant opportunities; prepare and submit grant applications, following specified timelines and procedures, in an effort to secure funding; interpret and assure compliance of grant agreements with all applicable federal and other requirements.
- Serve as the City's primary liaison with the relevant departments, and partner agencies to support community social service needs of residents.
- Coordinate and implement the City's action plans related to social service programs.
- Meet with first time juvenile offenders and their parents/guardians; conduct assessment interviews; and determine appropriate intervention techniques. Supervise cases for contract compliance and provide case follow-up, assistance, and support. Provide clinical assessments and counseling/treatment needs and make referrals of the individuals and/or family members to available services; provide short term counseling to staff, community members, and others.
- Provide leadership and coordination for city-related or city sponsored programs that benefit at risk youth or individuals/families who are homeless or at risk of homelessness.
- Serve as a liaison with law enforcement, school officials, social service agencies, and the general public regarding difficult and/or complex situations related to mental health and social services.
- Represent function on committees, outside organizations and at staff subcommittees; coordinate community service programs and projects with City departments and outside agencies, as appropriate.
- Make presentations to the City Council, community groups and outside agencies.
- Answer questions and provide information to the public.
- Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines

the City's ability to provide critical services to employees, department and the public.

- Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Principles and practices of clinical social work.

Programs, principles, and resources related to homelessness.

Confidentiality laws, including but not limited to Health Insurance Portability and Accountability Act (HIPAA).

Principles of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

Modern office procedures, methods and personal computer use.

Ability to:

Engage clients in the problem-solving process.

Establish and maintain an effective casework relationship with clients and persons in their support systems.

Utilize a wide range of social work techniques and community resources

Due to the nature of the position, incumbent may come in contact with violent, mentally unstable persons and/or may perform work around unsanitary conditions and/or at locations that are not easily accessible or not up to code standards.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve legal and clinical policy and procedures in accordance with state laws.

Assist in the development and monitoring of assigned program budget

Establish and maintain effective working relationships with those contacted in the course of work.

Use a personal computer with proficiency and familiarity

Communicate clearly and concisely, both orally and in writing

Supervise, train and evaluate assigned staff

MINIMUM EDUCATION AND EXPERIENCE:

Experience:

Five years post graduate experience working in the social work or counseling with strong emphasis on social services, resources and referrals using a community framework, and the coordination of services with governmental and non-governmental service providers.

AND

Education

Master's degree from an accredited college or university in social work, psychology, counseling, public health, or a related field. (Significant clinical experience in behavioral health may be substituted for an advanced degree).

License or Certificate

Possession of a valid California driver's license by date of appointment

Possession of a valid professional mental health therapy license issued by the State of California, such as Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (LMFT), Associate Social Worker License (ASW), Intern Marriage Family (IMFT) or Clinical Psychologist is preferred

Must obtain CPR and First Aid certificates within first 12 months of employment.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Heavy Work: Exerting in excess of 20 pounds of force occasionally, and/or in excess of 10 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, work space restrictions, intense noises, and environmental dangers.

Council Action: April 3, 2018