



Supervising Integrated Case Worker

Position Information

Under general direction, plans, organizes, directs, and supervises the work of a staff engaged in determining the need for public assistance, providing employment services, managing an integrated caseload, and authorizing program benefits in accordance with established policies and procedures; and performs related duties as required.

This is the full supervisory level in the series. Incumbents supervise employees responsible for the provision of employment and training services, determining and authorizing public assistance benefits, and managing an integrated caseload.

This class is distinguished from Eligibility Supervisor class and Employment & Training Worker Supervisor class in the performance of lead duties involving the determination of eligibility for public assistance benefits AND the concurrent provision of basic employment services. The Eligibility Supervisor class supervises staff responsible for eligibility duties while the Employment & Training Worker Supervisor class supervises staff primarily responsible for employment services duties.

Examples of Duties

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

- Supervises and evaluates the work of a staff engaged in determining eligibility for public assistance and providing employment services geared to the attainment of self-sufficiency; coordinates activities to ensure timely completion of tasks and projects; interviews and participates in selection of staff; provides training and staff development; ensures that staff maintains an appropriate work flow to meet department standards; develops and implements unit work goals and monitors progress toward these goals.
- Conducts group and individual employee conferences to discuss or interpret departmental rules, regulations, policies and procedures, and performance problems; identifies and resolves operational problems; receives and resolves

employee complaints and makes recommendations to superiors on difficult and complex personnel matters.

- Supervises and participates in quality control; reviews case documentation for completeness and accuracy; determines and takes necessary action to correct errors.
- Ensures compliance with applicable rules, regulations, policies, and procedures governing eligibility grant determination, employment services provision, appeals, quality control, and other matters related to line operation of public assistance and employment services programs.
- Provides direction and guidance in the appropriate application of policies and procedures to complex or unusual case circumstances.
- Provides guidance in the use of various automated systems and related tools to meet processing and reporting requirements.
- Receives and responds to inquiries from the general public and other agencies.
- resolves a variety of complaints from the general public, including recipients and applicants.
- May be assigned to additional supervisory, training, and/or routine administrative responsibilities, including assisting other unit supervisors in interviewing candidates for employment and making hiring recommendations to management and training new supervisors and support staff; may serve as a member of an ad hoc departmental management policy and procedure study team.
- Prepares narrative and statistical reports; represents the department at various committee meetings and conferences.

EMPLOYMENT STANDARDS

Knowledge of:

- Rules and regulations governing eligibility for public assistance programs administered by the department
- The functions of public social service agencies and the sources of information necessary to determine eligibility of participants in various programs
- Vocational counseling
- Resources available in the community for referral or utilization in public assistance programs
- The principles of supervision, training, and instructional methods and techniques.
- The operation of automated office equipment and systems used by the department

Ability to

- Plan, assign, and supervise the work of a multi-disciplinary staff
- Speak and write effectively
- Present oral and written reports concisely and clearly
- Apply effective interpersonal skills in order to establish and maintain cooperative working relationships with community groups, resource agencies, fellow employees and the general public

- Work effectively with other units of the department; train and develop staff
- Operate automated office equipment and systems used by the department
- Identify problems requiring referral to other agencies or staff
- Analyze a situation accurately and adopt an effective course of action
- Use available sources of information effectively in determining need and eligibility.

Minimum Qualifications

Pattern 1: One year of full-time experience as an Integrated Caseworker

III; **AND** Successful completion of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development.

OR

Pattern 2: Eighteen (18) months of full-time experience as an Integrated Caseworker III

OR

Pattern 3: Thirty (30) months of full-time experience as an Integrated Caseworker II; **AND** Successful completion of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance, or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business schools, or employer provided career development.

OR

Pattern 4: Three (3) years of full-time experience as an Integrated Caseworker II.

OR

Pattern 5: Two (2) years of full-time experience as an Eligibility Supervisor.

OR

Pattern 6: Three (3) years of full-time professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services in a social services program, including duties and responsibilities for determining client income and other qualifications for program participation and one year of lead or supervisory experience or training in a social services program; **AND** Completion of the equivalent of 15 semester units (22.5 quarter units) or 15 continuing education credits in behavioral science such as sociology, psychology, counseling, vocational guidance or any coursework related to the provision of

employment services. (This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training.

Supplemental Information

ADDITIONAL INFORMATION

- A valid driver's license will be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance and a DMV clearance.
- Current and future vacancies will be filled contingent upon continued funding; should funding cease, the position will be eliminated.
- Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. Applicable agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

