

Effective Date: March 12, 2000
Modified Effective: August 13, 2000
Modified Effective: October 5, 2003
Modified Effective: September 14, 2008

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
SOCIAL SERVICES SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional Social Services supervisory positions located within the Department of Children and Families and the Department of Health Services. Positions allocated to this classification supervise professional social services staff and meet the definition of supervisor contained in s. 111.81(19), Wis. Stats. This classification specification is not intended to identify every duty that may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

These professional supervisory positions are located in the Department of Children and Families (DCF), Division of Safety and Permanence; and the Department of Health Services (DHS), Services, Division of Long Term Care and the Office of Policy Initiatives and Budget. Positions allocated to this classification are section chiefs and unit supervisors and spend the majority of the time supervising professional level social services positions responsible for social services programs which provide administration and oversight of social welfare programs and forensic services programs directly or through county, tribal, and local agencies.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that do not meet the statutory definition of “supervisor” as defined in s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions that are not located in the Department of Children and Families, Division of Safety and Permanence; or in the Department of Health Services, Division of Long Term Care or the Office of Policy Initiatives and Budget.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

SOCIAL SERVICES SUPERVISOR

Professional positions in the Social Services Supervisor classification provide, for a majority of the time, first line supervision of professional social services employees (i.e., Social Service Specialist, Community Integration Specialist, Social Worker) and may also supervise other professional positions (i.e., fiscal and staff services), clerical, and paraprofessional staff in assuring the appropriate deliverance of social services.

Social service denotes the full range of organized activities of voluntary and governmental agencies that seek to prevent or alleviate recognized social problems or contribute to the solution of those problems, or to improve the well being of individuals, groups or communities. Social service agencies seek to meet the needs of people through the reaffirming of family and societal relationships, the provision of financial assistance to meet the basic care and maintenance needs, the furnishing of rehabilitative services to bolster the economic potential and earning power of the individual and strengthening the person to withstand the stresses of modern life and to make non-economic contributions to the family and community. Federal, state, tribal and local governments as well as private organizations are involved in the deliverance of social services that include a wide variety of activities.

In Wisconsin, state government interacts with the federal, tribal, and local agencies and private groups through legal requirements and/or program coordination considerations. The state provides direct services to clients, supervises county-operated programs and provides consultation and assistance to private groups. Some of these state functions are outlined and required by federal law. State social service activity is administered at the central office, institution, and field (generally a geographic entity) levels.

Social Services Supervisors supervise positions which perform program development, implementation, and monitoring activities for a variety of social services programs ranging from mental health programs to programs for the aging, domestic abuse programs, alcohol and other drug abuse programs, adoption programs, forensic programs, tribal programs, and numerous other social services programs. Social services consist of:

- (1) direct services which are activities concerned with the provision of social work services to persons who are assigned to the custody of the state and involves administration of on-going social work programs and supervision of casework activity; or
- (2) services to counties and community organizations which are activities concerned with the supervision of county-administered social service programs and work through the local agency to

make program determinations in such areas as effective utilization of resources, staff training and development and program quality evaluation; or

- (3) consultation service activities which have been defined as "indirect" services by providing a nucleus of "experts" for the state with specialties in a given service field such as day care and child welfare, adoption, tribal programs, alcohol and other drug abuse programs, domestic abuse programs, etc. Social Services Supervisors ensure program development, implementation, and monitoring activities through supervision of staff involved in these activities. Responsibilities include management of policy development, program and fiscal operations; and coordination of activities and personnel.

Positions in this classification represent the primary section, unit, or functional area of responsibility for supervising social services programs. These positions function as the office supervisor/unit chief in the central office, the central office program section chief, or regional chief for a social services program area(s) or work in a regional office responsible for multiple components of a social services program area(s). The positions provide consultation services to the administrative staff and the community and maintain a professional staff concerned with social services operations management. Positions in this classification series recommend hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate employees including Social Workers, Social Services Specialists, Community Integration Specialists and others.

Representative Positions:

DCF, Division of Safety and Permanence, Bureau of Permanence and Out-of-Home Care: Responsible for regional supervision of special needs adoptions, case specific permanency planning consultation to county departments of social services, administration of the Interstate Compact for Placement of children, and monitoring of continuing eligibility for Katie Beckett program recipients.

DHS, Division of Long Term Care, Bureau of Long-Term Support, Community Options Program Waiver (COP-W) Unit: Responsible for the development and ongoing management of Community Options Program and Medicaid Home and Community Based Waiver. Program management includes the direct supervision of Bureau staff who maintain budget and fiscal responsibilities, quality assurance, state statute and administrative rule compliance, program policy development and monitoring of federally required standards.

DHS, Division of Mental Health and Substance Abuse Services, Bureau of Treatment, Prevention & Recovery: Directs, coordinates and implements specialized program operations and policy directions. This position supervises staff who have lead responsibility for statewide specialized programs. This position develops budgetary recommendations and justifications; develops and drafts programmatic policy and reports on trends and initiatives in specialized statewide programs; participates in administrative decisions including policy, budget, and personnel.

DHS, Division of Mental Health and Substance Abuse Services, Bureau of Treatment, Prevention & Recovery: Responsible to direct and manage Mental Health Programs Section activities, coordinate the activities for the Community Support Program, Crisis Intervention Programs, Integrated Services Programs, Coordinated Services Team, Hospital Diversion, Northwoods Alliance, Homeless programs, the development of the Comprehensive Community Services and services for persons who are deaf and hard of hearing. The person in this position is responsible for coordinating contracts and staff efforts to provide ongoing quality improvement activities.

Office of the Secretary, Office of Policy Initiatives and Budget: Responsible for the planning, policy development, administration, and coordination of programs for Wisconsin American Indians; provides

and directs administrative, fiscal and program supervision to the tribal governments/Indian organizations with whom the Department contract; supervises and directs the contracting of payments and administers the DHS State/Tribe Consolidated Contracts. These programs cut across geographic and functional program boundaries of the Department, local community service agencies, county/tribal boundaries and federal and state laws.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

These positions were previously classified as Social Services Supervisor 1 and 2 effective August 7, 1994 as part of the Professional Social Services Survey to describe positions that supervise social services positions. This classification specification was modified effective October 12, 1997, and announced in Bulletin CC/SC-73 to include the following positions allocations: Assistant Regional Licensing Chief, Tribal Affairs Supervisor, and Regional Licensing Chief, and to move the Regional Adoption Supervisor allocation from the 1 to the 2 level.

This classification was created effective March 12, 2000 and announced in Bulletin CLR/SC-109 as a result of Phase Two of broadbanding non-represented positions to describe positions that are professional supervisory positions over social services program related areas. This classification replaces the Social Services Supervisor 1 and 2 classifications that were abolished effective March 12, 2000 (Bulletin CLR/SC-109).

This classification was modified effective August 13, 2000 and announced in Bulletin CLR/SC-116 as a result of removing the description of supervisory positions responsible for Licensing/Certification professional staff which are now classified as Health & Family Services Supervisor.

This classification was modified effective October 5, 2003 and announced in Bulletin OSER-0003-MRS-SC to reflect organizational changes and include an allocation for positions responsible for the supervision of forensic services.

The classification was modified effective September 14, 2008 and announced in bulletin OSER-0221-MRS/SC as a result of the creation of the Department of Children and Families and the movement of some of the functions to that department and the renaming and reorganization of DHFS to the Department of Health Services.

GD/JAB
KMC/PLW
51820