

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 45
Fiscal Year: 2013/2014
Posted Date: 05/30/14
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	2944	Protective Services Supervisor

For additional information regarding this proposed classification action, please contact Cathy Abela, Senior Classification and Compensation Analyst, at (415) 557-4926 or by email at Cathy.Abela@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Chris Trenchel, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

TITLE: Protective Services Supervisor
Job Code: 2944

INTRODUCTION

Under general direction, supervises, assigns, reviews and participates in the work of a unit responsible for providing casework, client management and continuing client investigation and processing services for ~~the all programs in~~ Adult Protective Services and Family and Children's Services ~~programs at the Human Services Agency, and to Incumbents~~ perform a variety of technical tasks relative to ~~their~~ assigned area of responsibility.

DISTINGUISHING FEATURES

This is a first full line supervisory class, which assumes responsibility for and participates in the work of a unit responsible for a variety of child or adult protective ~~and welfare assistance related~~ services in ~~the Human Services Agency, Department of Human Services (HSA), Adult Services and Family and Children's Services program and the Department of Aging and Adult Services (DAAS), Adult Protective Services program~~. The 2944 Protective Services Supervisor is distinguished from the 2914 Social Work Supervisor in that the 2944 is responsible for supervising a unit performing protective service activities in ~~the Adult Protective Services program and Family and Children's Services~~, while the 2914 Social Work Supervisor is responsible for supervising a unit performing all other social work activities in ~~DAAS or DHS programsthese divisions~~. Additionally, the 2944 Protective Services Supervisor is distinguished from the 2915 Program Specialist Supervisor in that Class 2915 Program Specialist Supervisor is responsible for the supervision of a support program in ~~DHS, including F.R.E.D. Appeals, Overpayment, Quality Control and Training and Handbook~~.

SUPERVISION EXERCISED

The 2944 Protective Services Supervisor is responsible for supervising a unit performing protective services activities for adults or children, depending on ~~division the~~ program assignment.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Plan, prioritize, assign, supervise and review the work of a unit involved in providing casework, client management, and continuing client investigation ~~for the Adult and Family and Children Protective Services programs~~.
2. Participate in the selection of unit staff; ~~coordinate and provide training~~.
3. Recommend and assist in the implementation of goals and objectives ~~for the unit~~.
4. Participate in the preparation and administration of the unit budget; monitor expenditures.
5. Review and evaluate performance of unit staff, implement discipline procedures when appropriate.
6. Review and evaluate client case management practices to determine new or continuing social service needs.
7. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
8. Participate in community and professional groups and committees.
9. Compose and prepare correspondence, ~~as necessary~~ to other ~~Human Services Agency staff, clients applicants, references, state to other~~ agencies and others; gather statistical data and prepare reports as required.
10. Evaluate training needs; coordinate, facilitate and provide training to staff and community groups

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IMPORTANT AND ESSENTIAL KNOWLEDGE SKILLS AND ABILITIES

General Knowledge of: ~~Operations, services and activities of the assigned unit; principles of supervision, training and performance evaluation; departmental programs, policies, procedures and terminology; procedures, methods and techniques used in the assigned unit; relevant~~ federal, state, local and departmental laws, policies and procedures ~~regarding relating to~~ Adult Protective Services and Family and Children's Services; ~~advanced interviewing and investigative techniques; current literature and sources of information regarding public welfare, community resource development and professional social work practice; social work methods; computer equipment; principles and practices of client relations; methods and techniques of crisis intervention; the~~ legal system pertaining to Adult Protective Services and Family and Children's Services; psycho-social functioning normal growth and development of children, the normal aging process and the psychopathology of aging and family relationships; current issues in the field of social work including child welfare, adult abuse and domestic violence;

Ability to: ~~direct, assign, S~~supervise, organize and review the work of professional, technical and clerical personnel; train and evaluate staff; interpret and apply federal, state, local and Departmental policies, procedures, laws and regulations; analyze and interpret information and adopt corrective action courses of action; to arrange for and monitor services; locate and use community and agency resources; assess an individual's functioning and to develop an appropriate case plan consider personal and psychological factors in difficult child, client or family situations; ~~exercise sound judgment in the performance of duties;~~ operate a computer and standard office machines; speak and write logically, concisely and clearly; effectively communicate with and elicit information from clients in difficult situations; promote good human relations with clients, co-workers, administrators and community representatives; ~~establish and maintain cooperative working relationships with those contacted in the course of work;~~ exercise tact, objectivity, sensitivity and cultural competency in dealing with people in a variety of situations.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. Education

~~Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:~~

1. Possession of a Master's Degree in Social Work ~~from a college or university a school~~ accredited by the Council on Social Work Education (CSWE); ~~OR, a Master's Degree from a two-year (2) C~~counseling program from an ~~accredited college school or university. (- or Gerontology or related field and two years of experience as a social service case manager in the field of child welfare or adult protective services. Qualifying Master's Degrees in counseling counseling degrees from a two-year (2) counseling program~~ include Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling and Counseling Psychology ~~that included a supervised field placement as part of the course curriculum), AND~~

~~— Possession of a Master's Degree in Social Work from a school accredited by the Council on Social Work Education (CSWE); OR a Master's degree in Counseling from an accredited school or university; All degrees require completion of 45 semester or 67 quarter units of graduate level courses/ and~~

2. Experience:

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~~For Positions in the Adult Services Program:~~

2a. Two (2) years of experience as a social service case manager in the field of adult protective services. f-or Ppositions in the Adult Services Program OR

2b. Two (years of experience as social service case manager in the field of child welfare services for positions in the Family and Children's Services Program.

For Positions in the Family & Children's Services Program

~~2b. Two (2) years of experience as a social service case manager in the field of child welfare services. for Ppositions in the Family & Children's Services Program.~~

Note:

1. All experience must be equivalent to the work performed by Class 2940 Protective Services Worker in the City and County of San Francisco

LICENSE OR CERTIFICATE

~~Some positions require possession of an appropriate valid California driver license.~~

PROMOTIVE LINES

ORIGINATION DATE: 1/12/61

AMENDED DATE: 3/15/93; 10/13/98

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN

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**TITLE: Protective Services Supervisor
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**CLASS: 2944
EEOC: 2**

EST:

**REV:
MEDICAL:**

FORMERLY JOB TITLE:

REPLACES JOB TITLE: