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: 63
Fiscal Year: 2014/2015
Posted Date: 05/11/2015
Reposted Date: 06/03/2015

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

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<td>Social Work Supervisor</td>
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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 affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


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
    Michael Brown, 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
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
INTRODUCTION

Under general supervision, incumbents supervises, assigns, reviews and participates in the work of a unit responsible for providing casework, client management, continuing client investigation and services for social service programs including Adult Services and Family and Children Services, In-Home Support Services and the Housing and Homeless Program and performs a variety of technical tasks relative to the assigned area of responsibility.

DISTINGUISHING FEATURES

This is a first line supervisory class, which oversees and participates in the work of a unit responsible for a variety of social service programs. The 2914 Social Work Supervisor is distinguished from the 2944 Protective Services Supervisor in that the 2914 class is responsible for supervising social work activities in the Adult and Family and Children Services programs, while the 2944 Protective Services Supervisor is responsible for supervising a unit performing child welfare or adult protective services. Additionally, the 2914 Social Work Supervisor is distinguished from the 2915 Program Specialist Supervisor in that the latter is responsible for the supervision of staff in public assistance support programs including Fraud Early Detection, Appeals, Overpayment, Quality Control, and Training.

SUPERVISION EXERCISED

The 2914 Social Work Supervisor is responsible for supervising a unit of professional, technical and clerical workers performing social work activities for adults or children, depending on division 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, continuing client investigation and processing services for programs in Adult Services or Family and Children Services.

2. Participate in the selection of unit staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

3. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing effective caseload management of clients; implement policies and procedures.

4. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

5. Answer questions and provide information to the public; investigate complaints and
Title: Social Work Supervisor
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recommend corrective action as necessary to resolve complaints.

6. Review and evaluate staff work to ensure program compliance with applicable policies and procedures; review completed cases and assignments; recommend corrective action when required.

7. Review and interpret administrative letters, memos and manual revisions with staff; investigate and respond to reports of program misuse.

8. Advise staff on emergency calls of appropriate case action; advise staff of appropriate methods for handling difficult cases; suggest methods and strategies to resolve problems.

9. Compose and prepare correspondence to applicants, references, and State agencies; gather statistical data and prepare reports as required.

10. Attend and participate in community and professional groups and committees.

11. Perform the work of the unit as necessary.

12. Perform related duties as required.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Principles of supervision, training and performance evaluation; Relevant laws and legal system pertaining to assigned program; departmental programs, procedures, policies and terminology; advanced interviewing and investigative techniques; recent developments, current literature and sources of information regarding public welfare; professional social work practices; operations, services and activities of the assigned unit; services provided by related agencies; methods and techniques of crisis intervention; principles and procedures of record keeping and reporting; physical, psychological and social factors contributing to maladjustment; current socioeconomic conditions and trends; modern office procedures.

Ability to: Supervise, organize, and review the work of professional, technical, and clerical personnel; select, train and evaluate staff; interpret and apply Federal, State, local, and Departmental policies, procedures, laws and regulations; perform the full scope of duties assigned to the unit; prepare clear and concise reports; audit records and reports to determine accuracy and program compliance of staff; analyze and interpret information and adopt corrective courses of action; act effectively under stressful situations; operate basic computer equipment and standard office machines; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

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.
Title: Social Work Supervisor  
Job Code: 2914

Education:

Possession of a baccalaureate degree from an accredited college or university.

Experience:

Three (3) years (6,000 hours) of verifiable social casework or employment services experience in a public or private social service agency/organization providing social services.

License and Certification:

Some positions require possession of or ability to obtain a valid California driver license.

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). Thirty (30) semester or forty-five (45) quarter units equal one (1) year.

Possession of a Master's degree in Social Work or Counseling may substitute for one year of experience.

SUPPLEMENTAL INFORMATION

Essential duties involve the following physical skill and environment:

Ability to work in a typical office environment: most positions involve the physical activities of sitting, standing and lifting 5-10 lbs.; ability to travel to different sites; may require hand-eye coordination and manual dexterity for data entry; may involve extensive VDT exposure.

PROMOTIVE LINES

To: 2917 Program Support Analyst

From: 2918 Human Services Agency Social Worker, 2916 Social Work Specialist

ORIGINATION DATE: 1/12/1961


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, SFMTA
INTRODUCTION

Under direction, incumbents perform a variety of specialized duties in support of human service programs including Quality management Assurance, specialized case management, Training or Handbook writing specialties.

Positions in this classification are responsible for carrying out specialized functions for an assigned human service program. Positions in this class have responsibility for carrying out specialized duties which require a comprehensive knowledge of federal, state, local and departmental policies, procedures, rules and regulations.

DISTINGUISHING FEATURES

The 2916 Social Work Specialist is distinguished from the 2912 Senior Social Worker and 2918 Human Services Agency Social Worker in that the 2916 class performs more advanced technical assignments than the 2912 and 2918 classes. It is distinguished from the 2913 Program Specialist in that 2916 positions perform specialized functions for assigned human service programs while the 2913 class performs specialized duties in assigned eligibility support programs.

SUPERVISION EXERCISED

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.

When assigned to quality management:

1. Review and monitor department compliance to federal and state regulations as related to case service delivery; verify correctness of specific payment requests and appropriateness of the services provided.

2. Conduct field investigations for state and county reviews, including in-home visits and collateral contacts with a variety of information sources including families and children in crisis, state and federal agencies, service and care providers, medical and school staff and other professionals.

3. Research program and quality assurance regulations and procedures; prepare reports on findings; identify any problems of non-compliance; recommend corrective action regarding discrepancies.

4. Perform desk reviews on client cases; interview families, service providers, and stakeholders to evaluate data for errors and for compliance with state and federal regulations; provide recommendations and make referrals for further investigation.
5. Schedule selected programs to be audited; review staff reports on analysis of the cases.

6. Review and assess the validity of the audited findings and conclusions; discuss findings with assigned worker or unit supervisor.

7. Compile and submit statistical and narrative reports; provide evidence of compliance related to federal and state policies and procedures.

8. Perform related duties as required.

**Training and Experience:**

1. Design and present induction training to new employees and workers transitioning to new assignments; design and present in-service training for assigned program; provide individual training and consultation to staff as needed for employee development.

2. Provide advice, guidance and recommendations to department staff and the general public on department services and program policies and procedures; provide information to department staff regarding resources available to meet client needs.

3. Assess impact of new or revised programs and regulation changes to develop training for staff; research federal and state laws and regulations related to new or revised programs; analyze and recommend corrective action.

4. Provide policy interpretation for the training program; evaluate and determine training needs for assigned program; coordinate and conduct program training; write and edit training manuals including forms and procedural memos as required.

5. Evaluate the training needs of new and current department staff; develop training related to programs and new and revised policies and procedures; maintain curriculum and training materials; schedule staff training; present training material to staff in the department and other agencies.

6. Supervise trainees during the on-job portion of induction training; assess and correct their performance; evaluate trainees upon conclusion of training.

7. Assess program audit needs to monitor compliance with federal and state regulations; design and conduct desk audits and investigations to assess compliance with program regulations; compile reports of audits and recommend corrective action and training.

8. Perform related duties as required.

When assigned to specialized case management:

1. Provide specialized case management services to eligible clients;

2. Conduct assessments to develop appropriate case plan; prepare summaries of clients' functional...
Title: Social Work Specialist  
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1. Develop, revise and update program policies and procedures; provide policy interpretation in assigned program area; develop and monitor policies and procedures for new and revised federal and state regulations.

2. Provide advice, guidance and recommendations to staff and the general public on department services and program policies and procedures; provide information to department staff regarding resources available to meet client needs; train staff in the use of documents and forms.

3. Develop and prepare manual material on new and revised department policies and procedures; develop new forms and revise current forms for use in social service programs; maintain resource files and records related to new and revised department policies and procedures.

4. Assist in recruiting, training, supervising and evaluating student interns in assigned program area.

5. Perform related duties as required.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Requires considerable knowledge of: the operations, services and activities of the assigned human services program; departmental programs, policies, procedures and terminology; pertinent federal, state, and local laws, codes and regulations as related to assigned program responsibility; principles and practices of training and employee development; recent developments, current literature and sources of information regarding human resource program development; interviewing and investigative skills and techniques; principles and practices of caseload management; principles and procedures of record keeping and reporting; analytical and problem solving methodology; modern office procedures, methods and computer equipment.

Requires ability and skill to: interpret and apply federal, state, local, and departmental policies, procedures, laws and regulations; prepare clear and concise reports; audit records to determine accuracy of staff, accurately gather, record and evaluate data; operate a computer terminal and standard office machines; develop administrative rules, policies, and procedures for assigned human services program; analyze and interpret information and adopt effective courses of action; gain cooperation through effective communication; identify and respond to department issues and
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Concerns; assess department training program needs and conduct appropriate training; work independently with minimal supervision; effectively communicate with and elicit information from clients who are challenged with disabilities, mental health conditions or other conditions in difficult situations; interpret and apply federal, state, and local equal employment, affirmative action, and civil rights laws, procedures, and regulations; communicate clearly and concisely both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

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.

Education:

**Possession Equivalent to the completion of a baccalaureate degree from an accredited college or university.**

Experience:

**Two (2) years of social casework or employment services experience with a public or private agency/organization performing social work duties.**

License and Certification:

**Some positions may require possession of, or ability to obtain a valid California driver's license.**

Substitution:

**Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). Thirty (30) semester or forty-five (45) quarter units equal one (1) year.**

**Possession of a Master's degree in Social Work or Counseling may be substituted for one (1) year of the required experience.**

SUPPLEMENTAL INFORMATION

**Special Requirement:** Essential duties involve the following physical skills and work environment: Ability to work outdoors and in confining work space. Some positions may require lifting and driving.

PROMOTIVE LINES

**To:** 2917 Program Support Analyst, 2915 Program Specialist Supervisor, 2914 Social Work
Title: Social Work Specialist  
Job Code: 2916

Supervisor

From: 2918 Human Services Agency Social Worker

ORIGINATION DATE: 12/23/1996

AMENDED DATE: 5/xx/2015

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, SFMTA