



County of Berks POSITION DESCRIPTION FORM

Position Title:	Supervisor II – Protective Services		
Department:	Aging	Reports To: (Title)	Deputy Director
Effective Date:	2008	Revision Dates:	December 2011 December 2019
Wage Category:	<input checked="" type="checkbox"/> Exempt	<input type="checkbox"/> Non-Exempt	
EEO-1 Category:	Professional	Union Classification:	N/A

POSITION SUMMARY: Employee supervises the protective service unit. This position is responsible for establishing the ethical and professional framework for the protective service unit within the broader context of the agency in-home service system. This position involves administrative and clinical supervision, management of specified resource allocations and the development and maintenance of relationships with service providers, health and social services providers, courts, law enforcement and legal services. Legal and statutory time frames have been established for certain aspects of this work which requires strict adherence to the time frames. Supervision of this unit requires a high level of oversight because of the impact of the work on the health and safety of the older consumer. Employee error in judgment may place clients in dangerous or life-threatening situations. This position may supervise more intensive care management services. The Supervisor II reports to the Deputy Director.

To maintain high quality care management services identifying and meeting the varied needs of Berks County Area Agency on Aging consumers. The supervisor maintains the highest level of professional ethics, continually seeking opportunities for growth and development.

POSITION RESPONSIBILITIES:

Essential Functions

1. Knowledge of the laws, rules and regulations governing the protective services program.
2. Knowledge of consumer conditions that permit or require the intervention of court supervision.
3. Knowledge of current social, economic and health problems and resources as they relate to older adults.
4. Skill in the development of plans to address the needs of vulnerable older adults.
5. Ability to maintain confidentiality in high pressure situations.
6. Ability to understand and accept the needs and rights of other persons and to work with older adults who are physically disabled or economically disadvantaged.

7. Participate in State-wide and Regional meetings effecting services and programs for the elderly.
8. Assume a leadership role in policy development within the agency, the local aging network and the statewide aging network.
9. Assume responsibility for more intensive care management/crisis services.
10. Provide supervision of a supervisor I when appropriate.
11. Provide oversight of the protective service/guardianship services.
12. Coordinate with local law enforcement, courts, and legal representatives.
13. Supervise and monitor unit staff through weekly conferences, team meetings, case reviews, home visits and day-to-day contact, with attention to productivity, appropriateness of assessments and care plans, cost consciousness and good clinical management.
14. Hire, train and supervise care managers and/or assessors in the rules, regulations and procedures of aging programs.
15. Develop procedures and guidelines for the overall operation of the unit within program regulations and agency policy.
16. Assign cases within established parameters.
17. Review and analyze case records for completeness and adherence to established standards.
18. Continuously evaluate and monitor the performance of individual unit employees and the overall unit, identifying strengths and problems, and defining needs for training.
19. Develop and maintain relationships with other service providers and work collaboratively with them to assure best service delivery to the consumer population.
20. Maintain such records, information, etc, and care plans as is necessary to doc and measure service utilization, consumer outcomes, and ensure program continuity.
21. Develop and implement training programs for unit and agency personnel, as well as external agencies and providers to ensure appropriate and quality service delivery.
22. Develop program outreach and public relations activities and provide community education and technical assistance for community groups, health and social service providers.
23. Provide back up to unit staff for caseload management.
24. Participate in case conferences, as required, with the registered nurse and appropriate staff as well as external agencies, providers and consumer, and/or family to ensure service delivery to consumers.
25. Convene unit meetings on a regular basis and participates in agency meetings as required.
26. Participates in orientation and training, in-service as assigned, and attends regularly scheduled supervisory, team and staff meetings.
27. Provide backup to other supervisors within the agency.
28. Adhere to all policies, laws, regulations and codes of ethics and confidentiality as outlined by federal and state laws, and agency policies and procedures.
29. Perform other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

- Master's degree in Social Work – **or** –
- MA/MS in a related human service field – **or** –

- BSW – or –
- BA/BS in a related human service field – or –
- Licensure in the Commonwealth of PA as a Registered Professional Nurse (RN).
- 4 years of experience in public or private social work and a bachelor's degree with;
- 3 years direct aging case worker experience or an equivalent combination of education and experience.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to work independently following established policies and procedures.
- Ability to plan, organize, direct & coordinate the work of staff.
- Ability to delegate authority & responsibility.
- Effective written & oral communication skills.
- Possess advocacy skills and a sense of professional ethics.
- Ability to manage & lead in a team setting.
- Ability to handle stress.
- Physical presence in the office is required.

ADDITIONAL REQUIREMENTS:

- Must have a valid driver's license, a good driving record, a car that is fully insured
- Pre-employment physical – new employee
- Drug testing – new employee
- Criminal history clearance – new employee
- Computer utilization skills and ability to work effectively in "Windows" environment

PHYSICAL DEMANDS: Nothing unusual

WORKING ENVIRONMENT: Normal office environment.

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.