

**Cleveland Sight Center
Job Description**

- I. **POSITION:** Manager, Social Work Department
- II. **JOB CATEGORY:** Professional
- III. **RESPONSIBLE TO:** Director of Senior & Outreach Services
- IV. **POSITIONS SUPERVISED:** Social workers, including Deaf/Blind Specialist, registration associates, volunteers and practicum students
- V. **DESIRED QUALIFICATIONS:**
 - A. **EDUCATION:** Master's Degree in Social Work and current status as a **Licensed Independent Social Worker.**
 - B. **EXPERIENCE:** 3 - 5 years experience as a social worker, practitioner; and, minimum 3 years supervisory/managerial experience.
 - C. **SKILLS:** Ability to lead, motivate and facilitate. Ability to work with people of diverse backgrounds. Excellent interpersonal communications skills. Ability to work well under pressure. Knowledgeable of community resources, particularly aging network and rehabilitation services. Good planning skills. Ability to apply a teamwork approach providing services to meet client needs.
 - D. **PHYSICAL:** Sedentary position with some outside travel to client homes and various community settings.
- VI. **BASIC FUNCTION:**

Under the supervision of the Director of Senior & Outreach Services, manage all aspects of the Social Work Department, including Case Management Services, services for Deaf/Blind consumers, and Intake/Registration services.
- VII. **SPECIFIC RESPONSIBILITIES:**
 - A. Manage a partial caseload to assure ongoing expertise with direct service.
 - B. Supervise Social Workers, Deaf/Blind Specialist, Registration Coordinator, support staff, interns and volunteers.
 - C. Manage all aspects of the department in accordance with agency policies and C.A.R.F. guidelines.

- D. Regularly review case records to assure compliance with CARF standards of documentation, case management and quality service delivery. Align documentation with Medicaid and other third-party payers.
- E. Formulate and facilitate long and short range planning for the department.
- F. Oversee training and professional growth of staff to assure full and appropriate utilization of skill levels.
- G. In conjunction with Human Resources and CQI, facilitate professional workshop offerings for continuing education credits to the social work community.
- H. Ongoing oversight and accountability of productivity standards in the department.
- I. Develop and implement a quality assurance case management system for the Social Work Department that institutes best practices in the field.
- J. Collect and analyze monthly statistical reports of services for planning and assignment purposes.
- K. Serve as back-up when social workers are absent or in the event of an emergency.
- L. Serve as liaison to other work areas to encourage a team approach to consumer services.
- M. Serve as liaison to community agencies to assure visibility and credibility of CSC social work component.
- N. Supervise field placement practicum students.
- O. Coordinate the hiring, promotion and discharge of employees within the department.
- P. Analyze job descriptions and job performance to assure maximal utilization of professional staff.
- Q. Explore and implement alternate service delivery models that enable meeting increasing service needs with limited resources.
- R. Serve on various agency and community committees relevant to the Social Work Department.

- S. Keep informed of new developments in the field of social work through reading, participation at professional organizations, and attendance at workshops and seminars.
- T. Prepare a back-up person capable of managing the department in the event of your absence for a period of six weeks or longer.
- U. Perform other duties upon request of Director of Senior & Outreach Services.