

The primary purpose of this position is to provide social work practice program management with supervisors and staff, to ensure implementation of the identified practice model for the entire Social Work Division.

*This position will remain open until filled.*

**Essential Functions of the position:**

- Personnel Management: Hire, develop, evaluate performance, provide feedback and disciplinary action as needed; develop and maintain a positive team work environment; provide effective, clear and timely communication.
- Implement identified practice model within all Social Work Services, at all levels.
- Consult and work with the Program Administrators and Social Work Director to implement organizational strategies that mirror the practice model components.
- Develop and implement Division wide training plan related to the practice model.
- Assure compliance with all applicable policy, rules and governmental statutes (local, state, and federal) specific to all program areas as well as all county and human resource policies covered by local, state, and federal laws.

**Minimum Education, Training and/or Experience:** Master's degree from an accredited school of social work and four years of social work or counseling experience, two of which were supervisory; or bachelor's degree in social work and five years of social work or counseling experience, two of which were supervisory; or bachelor's degree in a human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and six years of social work counseling experience, two of which were supervisory; or an equivalent combination of training and experience.

**Duties, Responsibilities, and Other Functions:**

Personnel Management:

- Assess staffing needs, screen applicants, conduct interviews and select the best-qualified candidate to fill vacancies within the unit.
- Provide and/or coordinate appropriate training and development for new and existing employees, supply information, technology and reference materials necessary to perform specific jobs functions.
- Assign staff duties, relative to classification and specific to job description, communicate the expectations for successful performance of those duties and ensure staff understands how performance will be measured.
- Ensure an efficient and effective workflow, implement changes in routine work practices and procedures as needed to modify unit functioning according to client needs and employee capabilities.
- Evaluate employee performance, provide ongoing feedback, and address performance issues in a timely manner.
- Ensure a fully staffed, competent workforce and a safe and supportive work environment for all employees.
- Assist employees with addressing and resolving concerns related to job duties, performance standards, and relationships with others.

Program Management:

- Establish goals and objectives with the Social Work Management Team in implementation of the practice model, suggest priorities, and ensure work plans are consistent with Agency strategic plan.

- Work in conjunction with Supervisors and Program Administrators to coach staff around skill building related to the practice model or to address work performance needs.
- Provide and coordinate appropriate training and orientation for new and existing employees around the practice model
- Provide ongoing feedback to Social Workers and Supervisor related to their competency around the practice model; work in conjunction with Program Administrators around this feedback.
- Assist with addressing performance issues with the Program Administrator around practice needs, if warranted, through progressive corrective actions.
- Implement changes in routine work practices and procedures as needed.
- Ensure a safe and supportive work environment for all employees.
- Engage in outreach to enhance the public's understanding and awareness of Health and Human Services programs, specifically the practice model.
- Make recommendations to the Social Work Director on program needs for training and budgeting purposes.
- Participate in program development and evaluation using state and agency generated data
- Participate in Quality Assurance activities, in conjunction with the Human Services Planner Evaluator and within the REAP structure.
- Work with the Social Work Management Team to develop work measurements and monitor quality, quantity and timeliness of services achieving the missions of the agency and programs.
- Serve as back up On Call Program Manager and assist with decision making around cases as needed.
- Adheres to the NASW Code of Ethics.

*Note: This position has been identified as an emergency essential position and as such employees in this position may be needed to work, including after-hours, weekends and during a public emergency (to include but not limited to: floods, ice storms, disease outbreak, terrorist attack, etc).*

**Knowledge, Skills, Abilities, and Other Abilities:**

- Thorough Knowledge of social work principles, techniques and practices and their application to specific casework and community problems.
- Knowledge of personality theory, interpersonal relations and methods of interpersonal assessment and treatment.
- Knowledge of human development, mental illness and mental retardation.
- Knowledge in understanding cultural differences, values and lifestyles.
- Knowledge of Advocacy Theory and techniques.
- Overall knowledge of all Child Welfare and Adult Services programs; a comprehensive knowledge of all Child Welfare and Adult Services programs administered by these units.
- Working knowledge of medical terminology and diagnosis and pharmacology.
- Knowledge of medical, behavioral and socio-economic problems and their treatment.
- Knowledge of local health care, educational, legal, judicial and criminal systems.
- Knowledge of manuals governing service criteria, required documentation and accountability procedures.
- Knowledge of laws impacting service programs; numerous funding sources and how to utilize them.
- Ability to establish and maintain constructive, effective relationships.

- Ability to transfer knowledge to staff, particularly supervisory staff in such a way that it is accepted and utilized, to provide encouragement and support to staff in day to day activities as well as crisis situations.
- Ability to encourage independent decision making and ever increasing effectiveness and productivity; ability to impart these skills to supervisors.
- Ability to take action that often has an important impact without specific instruction to guide and support staff in making independent decisions; and the ability to effectively present the Agency's needs, and mission.
- Skills in promoting clear communication, coordination and responsiveness between staff and administration.

Department: Health and Human Services

Location: Asheville, NC

Job Posting End Date: November 26, 2018

Salary Range: \$88,189.23--\$92,157.75

Buncombe County Government realizes the importance of a diverse professional workforce and the need to foster a responsive and innovative organizational culture, one that fully engages all of our employees, honoring and building on each employee's unique experiences, opinions, and perspective.

It is the policy of Buncombe County to provide equal employment opportunities (EEO) to all persons regardless of race, color, religion, sex, national origin, political affiliation, physical or mental disability, age, veteran status, genetic information, sexual orientation, gender identity or any other legally protected class under federal or NC State law. In addition the Agency expressly prohibits any form of workplace harassment or discrimination.

Applicants for employment are invited to participate in the affirmative action program by reporting their status as a protected veteran or other minority. In extending this invitation, we advise you that: (a) workers (applicants) are under no obligation to respond but may do so in the future if they choose; (b) responses will remain confidential within the human resource department; and (c) responses will be used only for the necessary information to include in our affirmative action program. We are a company that values diversity. We actively encourage women, minorities, veterans and disabled employees to apply. Refusal to provide this information will have no bearing on your application and will not subject you to any adverse treatment.