



COUNTY OF SONOMA (CA)  
INVITES APPLICATIONS FOR THE POSITION OF:

## Social Service Supervisor II

*An Equal Opportunity Employer*

### SALARY

\$33.16 - \$40.31 Hourly    \$2,661.88 - \$3,235.84 Biweekly    \$5,767.41 -  
\$7,010.98 Monthly    \$69,208.90 - \$84,131.81 Annually

**OPENING DATE:** 02/22/16

**CLOSING DATE:** 03/21/16

### **THE POSITION**

**The County of Sonoma Human Services Department is seeking a qualified Social Services professional to join their team as a Social Service Supervisor II!**

This recruitment is being conducted to fill **one full-time** vacancy in the Human Services Department and anticipated future vacancies as they occur. The current vacancy is in the Adult Protective Services (APS) Program of the Adult & Aging Division. This position will supervise an investigations unit.

The Adult and Aging Division works with individuals and the community to ensure the safety and well-being of vulnerable adults. Adult Protective Services (APS) responds to reports of abuse and neglect involving seniors and dependent adults and investigates suspected incidents of elder and dependent adult abuse, neglect, or exploitation, provides 24-hour response to life threatening emergencies involving older and dependent adults, and educates the community about elder abuse and identification.

The Social Service Supervisor II works under general direction to plan, organize, and supervise the work of a unit of Social Service Worker IVs. The ideal candidate will be an effective leader, and experienced Social Service Worker, with detailed knowledge of the Adult Protective Services Programs and regulations, a passion for older adult services, and knowledge about community and public programs and services available to assist older, vulnerable adults. Additionally, the ideal candidate will demonstrate the ability to direct and provide support to social workers and nurses in a fast-paced environment.

Typical duties include:

- Holds group meetings and individual conferences with assigned Social Service Workers to plan and review work activities and to discuss departmental policies and procedures, and specific case problems.

- Assigns cases to individual Social Service Workers so as to produce equitable workloads and to match individual skills and abilities with the work to be done.
- Reviews the work of Social Service Workers in order to insure conformance to State regulation and program policy, as well as appropriateness of services and referrals provided.
- Meets, confers, consults, and collaborates with other supervisors within the Social Service Department or with representatives of other agencies, in order to coordinate the unit's work with that of other units and most effectively meet agency goals.
- Performs a variety of supervisory tasks, including the evaluation and training of staff, ensuring that materials and facilities are available for the accomplishment of unit work, and interpreting needs of staff to administration.
- Provides backup for staff as required by interviewing clients, procuring and evaluating information, and making appropriate recommendations in difficult cases.
- Composes correspondence and prepares reports.
- Participates in on-going program development as well as policy and procedure protocol to ensure best practices.

The employment list established from this recruitment may be used to fill future full-time, part-time or extra help (temporary) vacancies as they occur during the active status of the list. County employees who wish to be considered for future vacancies should consider applying to this recruitment.

**APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

**Responses to supplemental questions may be scored using position-specific criteria. Please provide specific and detailed responses of a reasonable length to allow for thorough assessment of your qualifications. Responses which state "See Resume" or "See Application" may be considered insufficient and therefore may not be scored.**

**MINIMUM QUALIFICATIONS**

Education and Experience: Any combination of training and experience which would provide the opportunity to acquire the knowledge and abilities listed. Normally, a master's degree in social work, or a master's degree from a two year counseling program; and at least three years of experience at the level of Social Service Worker IV would provide such opportunity.

License: Possession of a valid driver's license at the appropriate level including necessary special endorsements, as required by the State of California to perform the essential job functions of the position.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of: the principles and application of the psychology of individual and group behavior, community services and social work methods; problem solving and counseling techniques; social casework goals, principles and methods; socioeconomic factors which promote stable family life and elements which affect family stability; the intent and appropriate application of laws, rules, regulations, policies governing operation of public social service agencies; physical and mental illness and their Impact on personality; the principles and techniques of supervision and training.

Ability to: use social work methods and evaluation; apply crisis intervention and therapeutic social work counseling; communicate with, relate to, a varied client group; work constructively within an agency and community setting; control personal bias and apply social work ethics; assign and supervise the work of others; prepare detailed reports.

### **SELECTION PROCEDURE**

The information contained in the application and responses to the supplemental questions will be evaluated and taken into consideration throughout the employment process. Applicants should list all employers and positions held within the last ten years in the work history section of your application and should be as thorough as possible when responding to the supplemental questions. You may include history beyond ten years if related to the position for which you are applying. If you held multiple positions with one employer, please list each position separately. Failure to comply with these instructions may impact your competitiveness in this process or may result in disqualification.

For more detailed information about examination steps and the hiring process, you are encouraged to go to: <http://hr.sonoma-county.org/content.aspx?sid=1024&id=1464> and review the Hiring Process Overview.

**Application submissions require the supplemental questionnaire be completed.**

The selection procedure will consist of the following examination:

An **Application & Supplemental Questionnaire Appraisal Examination** (weight 100%) will be conducted to evaluate each applicant's application and supplemental questionnaire for satisfaction of minimum qualifications (pass/not pass), and for educational coursework, training, experience, knowledge, and abilities which relate to this position. Each applicant will be evaluated based on the following criteria:

- Relevance of work history, related experience, and achieved level of education and/or training as described in the application and responses to the supplemental questions.

Candidates demonstrating possession of the minimum qualifications will be placed on an employment list in order of most qualified to least qualified

based on the achieved score received in the Application & Supplemental Questionnaire Appraisal Examination. Scores may be adjusted based on such factors as number of candidates, anticipated vacancies, past practice, and natural breaks in the scores achieved by this group of candidates.

**Fluent (reading, writing, conversation) Spanish is required for one of the positions filled by this recruitment.** Applicants who do not indicate they possess this skill will not be considered for the bilingual position. The departmental selection interview for this position will be conducted partially in Spanish and an examination will be conducted prior to employment to confirm level of skill in this area.

#### **ADDITIONAL INFORMATION**

A background investigation is required prior to employment. Candidates referred to departments for a selection interview are typically required to sign authorization and release forms enabling such an investigation. Failure to sign prescribed forms will result in the candidate not being considered further for that vacancy. Reference information will not be made available to applicants.

Additionally, a pre-employment medical examination, including a drug screening, will be required prior to employment.

#### **HOW TO APPLY**

Applications are accepted on-line at: [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org). Paper applications may be submitted by person, fax (707-565-3770), email, or through the mail. All applications and appropriate supplemental information as outlined in the job bulletin must be RECEIVED by the time and date specified on the first page of this job announcement. Applications received after the recruitment closes will not be accepted.

**The County of Sonoma is committed to a policy and actively pursues a program of equal employment and non-discrimination. More information can be found at: <http://hr.sonoma-county.org/content.aspx?sid=1024&id=1256>.**

HR Analyst: DM  
HR Tech: KW

APPLICATIONS MAY BE OBTAINED AND FILED

ONLINE AT:

<http://www.yourpath2sonomacounty.org>

OR

575 Administration Drive, Suite 116B,  
Santa Rosa, CA 95403

EXAM #16/03-3011-O APS  
SOCIAL SERVICE SUPERVISOR II  
DM

## Social Service Supervisor II Supplemental Questionnaire

\* 1. How did you first learn about this opportunity?

- CalJobs
- CareerBuilder
- Craigslist
- Employee of Sonoma County
- Facebook
- GovernmentJobs.com
- Hispanic Chamber of Commerce of Sonoma County
- La Voz
- Minority Organization or Group
- Monster
- Press Democrat
- Sacramento Bee
- San Francisco Chronicle
- sonoma-county.org/www.yourpath2sonomacounty.org
- Sonoma County Human Resources Office
- Sonoma County Job Line
- Twitter
- Other Internet Site
- Other Publication
- College or University

\* 2. Please describe how you meet the minimum qualifications for this position. (Please see the Minimum Qualifications section in the job announcement.) Include in your response any applicable coursework, degrees, experience, and licenses/certifications you possess. Provide sufficient detail to rate your education and experience.

3. Describe any experience you may have specific to working with the adult and aging population in a social worker capacity. Please detail your specific experience related to the following:

- Home visits, working with frail elders and/or people with physical or developmental disabilities.
- Following documentation standards and complying with required timelines.
- Any experience with care management programs for older adults.

Include your job title(s), a summary of your responsibilities, the name of your employer(s), and the dates you held these responsibilities.

\* 4. Please describe your experience working in a lead or supervisory role. Provide details about the types of positions you led/supervised (e.g., administrative, clerical, professional, law enforcement, technical); and

the specific responsibilities you've held for coordinating work assignments, hiring, developing employees, and progressive discipline.

- \* 5. Please describe a situation in which you helped a client while working in a crisis response program. Describe the challenges you faced, how you approached the situation, solutions you developed, and the outcome(s).
  
- \* 6. Working with Human Services' partners in the community (i.e., non-profit organizations, service providers, and other agencies) is critical for a Social Services Supervisor II's ability to provide support to their program(s). Please describe your related experience and highlight any experience you have working with a community advisory group and/or community partner.

\* Required Question



## COUNTY OF SONOMA BENEFITS: GENERAL\*

These are some of the excellent benefits the County offers:

**Paid Time Off:** Competitive vacation accrual; 11 holidays per year and generous sick leave accruals.

**Health Plan:** Choice of five health plans (a PPO, EPO, HMO, and two deductible HMOs) with a County contribution toward the premium of approximately \$500 per month. A County contribution to a Health Reimbursement Arrangement is available for some bargaining units.

**Cash Allowance:** A cash allowance of approximately \$600 per month, in addition to monthly salary.

**Retirement:** Defined benefit plan fully integrated with Social Security.

**IRS 457 Plan:** Pre-tax employee contribution up to the IRS annual maximum.

**Retiree Medical:** County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits.

Plus excellent dental, vision, disability, life insurance, professional development and more.

For answers to specific questions regarding the employment process, more details about benefits or retirement, please contact Human Resources at (707) 565-2331. For specific information about health and welfare benefits including plan options, coverage, and premium amounts go to [www.hr.sonoma-county.org](http://www.hr.sonoma-county.org) or, contact the Human Resources' Risk Management-Benefits Office at [benefits@sonoma-county.org](mailto:benefits@sonoma-county.org) or (707) 565-2900.

\*IMPORTANT NOTES: Benefits described herein do not represent a contract and may be changed without notice.