Family and Protective Services Supervisor

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
FAMILY AND PROTECTIVE SERVICES SUPERVISOR I	5016	B22	$57,614 - $93,138
FAMILY AND PROTECTIVE SERVICES SUPERVISOR II	5017	B24	$65,104 - $106,634
FAMILY AND PROTECTIVE SERVICES SUPERVISOR III	5018	B26	$76,530 - $129,430

GENERAL DESCRIPTION

Performs consultative services, technical assistance, and supervisory work involving planning, developing, and implementing an agency program and providing consultative services and technical assistance to program staff, governmental agencies, community organizations, or the general public.

EXAMPLES OF WORK PERFORMED

Oversees the work of assigned staff; and confers with staff on program issues and problems in order to identify solutions.

Evaluates unit performance through case readings, reports, and observations of unit operations to ensure unit compliance with policies, procedures, and service control requirements.

Implements program guidelines, procedures, policies, rules, and regulations; and monitors compliance with policies and procedures.

Provides training or technical assistance in a program area.

Supervises the work of others.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level III may also perform work listed within the previous level.

***Note**: Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

FAMILY AND PROTECTIVE SERVICES SUPERVISOR I: Performs highly complex (senior-level) consultative services, technical assistance, and supervisory work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

FAMILY AND PROTECTIVE SERVICES SUPERVISOR II: Performs advanced (senior-level) consultative services, technical assistance, and supervisory work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Prepare management reports, analyses, and correspondence on the effectiveness of program activities.
- Prepare program budget requests.

FAMILY AND PROTECTIVE SERVICES SUPERVISOR III: Performs highly advanced (senior-level) consultative services, technical assistance, and supervisory work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Implement schedules, priorities, and standards for achieving goals; and monitor activities.
- Participate in the development of program goals and objectives.
- Select, manage, and develop staff through review of performance data, conferences, training, and performance appraisals.
- Develop and conduct presentations for citizens, clients, staff, management, or elected officials.
- Develop policy and procedure manuals.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of program planning and implementation; the laws and regulations related to childcare, abuse, and neglect; child development principles and theories; community social services resources; the laws and regulations related to child and adult protective services; gerontology and the dynamics of the aging process; and crisis intervention techniques and skills.

- Skill in interviewing and in conducting individual needs assessments.

- Ability to negotiate available services, to communicate effectively, and to supervise the work of others.