



SOCIAL WORK DIRECTOR INSTITUTIONAL

CHARACTERISTICS OF WORK:

This is social work at the advanced supervisory level involving case work or consultation in the administration of the social work department in the State's larger hospitals/facilities. Incumbents supervise major phases of complex programs with a staff of subordinate professional workers and coordinate the activities with members of other professions. Supervision is received from the administrator and is primarily in the form of a review of reports and administrative conferences to plan the development and expansion of programs.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Must be licensed to practice Master's Level Social Work (LMSW or above) in the State of Mississippi;

AND

Experience:

Four (4) years of experience in a clinical social work position, of which two (2) years must have been at a supervisory level.

Required Documentation:

Applicant must attach a copy of his/her current wallet-size Social Worker License.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to sit; stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Social Work Consultation/Administration: Manages, directs, and supervises professional and clerical staff assigned to social work department.

Coordinates the responsibilities of professional social workers by providing guidance for the staff in the execution of their services. Conducts meetings periodically to increase workers' understanding of policies and procedures. Collaborates and consults with hospital/facility director and chairperson to determine quality and quantity of social work service necessary.

Human Resource Leadership: Has a broad understanding of employment law and State and agency personnel policies; promotes the development of staff by providing the direction, support, and feedback needed to enable others to reach their full potential and meet organizational needs.

Assesses current and future staffing needs based on organizational goals and budget realities; recruits and hires highly qualified people, giving appropriate consideration to the agency's diversity needs. Establishes and communicates goals and standards through a dialogue that ensures understanding and commitment. Provides feedback and coaching. Confronts substandard performance as required. Evaluates performance against pre-established requirements. Facilitates the development of employees for successful job performance and career development. Provides a harassment-free and supportive environment for all employees. Assures a safe work environment; returns injured workers to modified duty assignments as soon as possible. Holds supervisors accountable for supervising staff in accordance with those laws and policies. Demonstrates cross-cultural sensitivity and manages diversity issues with staff.

Budgeting and Forecasting: Understands state government spending and purchasing regulations; develops recommendations and justification for budget enhancements or modifications.

Identifies resources required to reach a result. Strives to accomplish the desired result cost effectively. Monitors the budget for program area, using cost-benefit thinking to set priorities and accomplish results. Takes necessary steps to maximize the utilization of financial and other agency resources in alignment with agency objectives and plans. Acts as a trustee of agency resources, ensuring legal compliance and cost effectiveness.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risk appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Acts as a change agent by initiating and supporting change within the agency.

Working Through Others: Supports, motivates, and is an advocate for staff.

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure.

Resource Management: Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Recruits qualified job applicants for clinical and clerical positions.
2. Manages, directs, and supervises professional and clerical staff assigned to department.
3. Collaborates with other departments and representatives of other agencies to monitor provision of services, recommends agency policy, and improves processes and services.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Recruits and interviews candidates for professional and clerical positions.

Employs staff according to standards of social work profession and policies of the hospital/facility.

Supervises a staff of professional workers in the social work department of the State's larger hospitals/facilities.

Participates in departmental and interdepartmental staff conferences and serves as program participant in community meetings.

Collaborates and consults with hospital/facility director and departmental chairperson to determine the quality and quantity of social work service necessary.

Determines intake policies regarding case work service to be given by the department.

Consults with public and private agency administrators and designated departmental heads in determining policies and procedures which affect collaborative services.

Plans, prepares, and justifies budgets.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.