

Date Posted: 11/17/16  
Department: Health and Human Services  
Job Title: Child Welfare/Adult Protection Supervisor  
Location: Kiowa  
Salary: \$50,271 - \$72,391 annually  
Applications accepted until: Filled

**Elbert County is an Equal Opportunity Employer**

If interested, please submit application and resume to:  
Elbert County Government  
215 Comanche St., PO Box 7, Kiowa, Colorado 80117  
Or email: dianna.hiatt@elbertcounty-co.gov  
For more information, please call 303-621-3150



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## CHILD WELFARE/ADULT PROTECTION SUPERVISOR

Department: Health and Human Services  
Approved by: Director, 10/2016

Salary: \$50,271 - \$72,391 annually  
FLSA: Exempt

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### GENERAL STATEMENT OF DUTIES

This position provides supervision and training to casework staff involved in the investigation and on-going treatment services to families, children and adults who are in need of protective and/or supportive services. The supervisor determines the course of action in these cases along with caseworker. The supervisor assures that rules, regulations, and policies are met in assuring the safety, well-being and permanency of children and adults. The supervisor oversees recruitment and licensing of foster and adoptive homes. The supervisor will also help guide, support and collaborate with caseworkers, law enforcement, the Courts, mental health and substance abuse professionals, out-of-home placement providers and other community agencies in determining the best course of action with families, children and adults. The supervisor assists in managing the after-hours on-call system. The supervisor reviews reports to the Child Protection Team and Adult Protection Team on findings of cases and direction of a case. The supervisor coordinates with the State Administrative Review Division to audit cases of children/youth in out-of-home placement. Supervisors are the primary conduit of information between the frontline caseworkers and the child welfare administration. Supervisors work to inform caseworkers of the goals, plans and concerns of administrators while also informing administrators of the caseworkers' challenges, workloads and ideas

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Clarifies and articulates agency and division goals to casework staff and community members. Directs staff to perform quality casework in the areas of Child Welfare and Adult Protection.
- Provides supervision of on-call functions, and provides backup as necessary.
- Provides regular, quality training and supervision of casework staff and develops individual plans for top performance with each staff.
- Identifies performance issues with staff and addresses these immediately, with a corrective action plan if needed.
- Maintains knowledge base of rules, regulations, and statutes that effect casework services and interventions and assists staff in meeting these requirements.
- Provides an atmosphere of collaboration and professionalism in the office and models this behavior.
- Supports upper management decisions and policies with staff. Presents casework, community, and client or related concerns immediately to the Protective Services Administrator.
- Assures compliance with various state audits, regularly monitors the work of the division by observing staff in performing various aspects of their jobs, reading court reports, case notes, TRAILS entry, data entry in state

adult system, etc. to ensure quality delivery of service and correct utilization of tools identified in assessing the safety/risk of children and adults.

- Provides regular and proactive feedback concerning performance to employees.
- Represents the Department on various task forces, inter-agency collaborations, and State meetings.
- Nurtures community partnerships to enhance service delivery development in other related agencies, and the community at large.

#### **SKILLS AND ABILITIES**

- Ability to establish and maintain effective working relationships with clients, co-workers, community agency personnel and state staff.
- Ability to effectively interview a potential client.
- Ability to work with a diverse caseload of clients with varying emotional, physical, developmental and socio-economic backgrounds and varying cultural and/or religious beliefs.
- Ability to diffuse hostile and potentially unsafe situations.
- Ability to plan, schedule, organize and prioritize workflow/schedule to maintain accurate records and meet deadlines.
- Ability to clearly and effectively communicate both orally and in writing.
- Ability to utilize current technology with proficiency in document/file management, word-processing, database management, email usage and Internet browsers
- Ability to accept and adapt to changes in the work environment, priorities and program rules and regulations.
- Accurately maintain customer records with confidentiality according to HIPPA, IRS, Federal, State and Local laws, rules and regulations.
- Ability to direct case actions with minimal information to assure safety of children and adults. Ability to gather information needed and prioritize it in a shortened period of time for decision-making.
- Ability to meet inquiries of the community, including law enforcement and the Courts, to justify actions when allowed by law.
- Ability to interpret rules, regulations, policies, procedures and laws to assure that workers understand the current mandates.

#### **KNOWLEDGE**

- Knowledge of supervisory and management techniques such as case monitoring, planning, organizing, delegation of duties, work allocation, staff appraisal, team building, goal setting for individuals, the team, the section and leadership.
- Effectively and equitably supervise 3 – 7 child and/or adult protection case workers and manage the workflow of the unit.
- Knowledge of human behavior principles, child development, family dynamics, and neglect and abuse dynamics in order to effectively help staff work with them.
- Knowledge of casework principles, assessments, investigation and treatment planning used in training new workers; auditing and giving case direction.
- Current knowledge of the Colorado Children's Code.
- Knowledge of county policies and procedures, laws and legal processes related to human service programs and ability to perform analysis relative to them. Knowledge of state and federal laws, policies and departmental policies and procedures regarding public assistance.

#### **RESPONSIBILITY**

This position exercises direct supervision over casework staff. The supervisor makes critical decisions. Close, detailed supervision is provided before and during the course of work.

Work is reviewed periodically for results obtained. Detailed instructions are often received from the supervisor during the progress of cases. Work is reviewed for compliance to procedures, methods, general conclusions, final results and accuracy on a regular basis through staffings and supervisory reviews.

The supervisor may be accountable for the work of one or more units, including the quality and quantity of work. Deadlines are set and monitored for workflow issues within the unit. Deviation from approved guidelines must be referred to higher-level management.

### **PERSONAL WORK RELATIONSHIPS**

This highly visible leadership position requires contact and professional communications with children, youth and family members, foster parents, legal, medical, behavioral health and school professionals in addition to community organizations, agency staff members, county and state staff and officials.

### **EDUCATION, EXPERIENCE AND CERTIFICATIONS**

**Education:** Bachelor's degree in one of the human behavioral science fields. In order to meet the educational requirements of a human behavioral science degree, the major course work must be equivalent to 30 semester hours or 45 quarter hours in the development of human behavior, child development, family intervention techniques, diagnostic measures or therapeutic techniques. There is no substitution for the educational requirements. Master's degree preferred.

**Experience:** Must have three (3) years of satisfactory full-time professional casework experience at the journey level obtained after the degree. Master's degree may be substituted for 1 year of experience.

**Certification(s):** Supervisor Certification through the Colorado Department of Human Services Training Academy is preferred and required no later than 6 months after hire.

### **ADDITIONAL REQUIREMENTS**

- Valid Colorado Driver's License
- Acceptable Motor Vehicle Record
- Must be able to pass a criminal background check
- Bilingual a plus

### **PHYSICAL EFFORT, WORK ENVIRONMENT**

- Normally individual performs work indoors in a controlled standard office environment.
- Frequently, home visits or meetings off site are necessary.
- Moderate noise-many public health and human services clients are children.
- Appearances are required at court proceedings and community and statewide meetings.
- Incumbent may encounter angry, hostile clients and verbal abuse.
- Considerable travel is required at times.

### **Physical Requirements of Position:**

*The following are some of the physical demands commonly associated with this position.*

Driving:	Occasionally
Balancing:	Frequently
Bending/Stooping:	Frequently
Twisting:	Frequently
Squatting/Crouching:	Occasionally
Kneeling:	Occasionally
Crawling:	Occasionally
Climbing Stairs:	Occasionally
Climbing Ladders:	Occasionally
Reaching:	Frequently
Standing/Walking:	Frequently

Lifting: Occasionally  
Lifting: 1lb. Minimum/ 30 lbs. Maximum  
Carrying: 1 lb. Minimum/ 30 lbs. Maximum  
Push/Pull: 1lb. Minimum/ 30 lbs. Maximum