



City of Kansas City, Missouri Job Class Specification

Job Title:	SOCIAL SERVICE SUPERVISOR	Department:	MULTI
Job Code:	4107	Status:	EXEMPT
		Grade:	EX-3

Summary

This is professional social work of an administrative nature in the management of social service programs or community organization and service programs.

Work involves the responsibility for planning, organizing, and directing all operations of a municipal social services program such as probation and parole, community development, casework, aging, or a neighborhood facility. Work is reviewed through review of reports, conferences, and periodic inspections.

Duties and Responsibilities

- Plans, assigns, reviews, and supervises the work of subordinates engaged in answering requests for information, coordinating the resources of the community, reporting on social conditions, and recommending municipal and private programs and services needed to combat social problems.
- Plans, assigns, directs, and reviews the work of subordinates engaged in social and domestic counseling and administration of probation and parole programs.
- Reviews and evaluates the work methods, procedures, policies, and overall functions of assigned programs; prepares reports and recommendations for changes in methods, procedures, and policies in order to obtain objectives previously established.
- Supervises and participates in the recruitment, selection, training, retention, promotion, or dismissal of personnel.
- Establishes and enforces standards for quality and efficiency in work performance in dealing with the public.
- Evaluates program effectiveness by review of activity and other reports, conferences, and personal inspection.
- Performs related duties as required.

Technical Skills

Thorough knowledge of:

The principles of sociology, psychology, economics, community organization and development, and other social sciences and current social, economic, and health problems.

Individual and group behavior and ways of working effectively with people.

Principles and methods of parole investigation and supervision and counseling of social and domestic problems.

Modern principles and practices governing the custody of inmates in a correctional institution.

The theory and principles of social service work and of case work methods and techniques.

The basic principles and methods of community organization, interpretation, and utilization.

The various services offered by the department and by other area public, quasi-public, and private social agencies.

Ability to:

Establish and maintain effective working relationships with administrative and political officers, civic and professional groups, and the general public.

Prepare oral and written reports clearly and concisely.

Education and Experience

Accredited Bachelor's degree in the social sciences; and four (4) years professional experience in social service work including two (2) years at the level of Senior Social Service Worker;

OR

Accredited Bachelor's degree with major course work in the social sciences, supplemented by the completion of a two (2) year master's degree in social work or social sciences; and two (2) years professional experience in social service work at the level of Senior Social Service Worker.

OR

An equivalent combination of education and experience.

**Certificates/
Licenses/Special
Requirements**

- Must pass a background check as prescribed by the City.
- Will be required to pass a preemployment drug screen.

**Supervisory
Responsibility****Supervision
Received**

Supervision is exercised over a large group of professional and other employees.

Work is performed under the general supervision of an administrative and professional superior and requires the exercise of independent judgment and initiative.

**Created
Revised**

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

4/73

2/96, 9/06, 7/16, 8/22