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| <p>Milwaukee County Department of Health and Human Services<br/>Delinquency and Court Services Division</p> <p><b>Policy &amp; Procedure</b></p>                               | <p>Date Issued:<br/><b>02/07/2014</b></p>    | <p>Reviewed:<br/><b>01/02/2014</b><br/>By: <b>MG</b><br/>Last Revision:</p> | <p>Section:<br/><b>ADMINISTRATION</b></p> | <p>Policy No:<br/><b>009</b></p> | <p>Pages:<br/><b>1 of 2</b></p> |
| <p><input checked="" type="checkbox"/> <b>Delinquency and Court Services Division</b><br/><b>Children's Court Services Network</b><br/><b>Purchase of Service Agencies</b></p> | <p>Effective Date:<br/><b>03/01/2014</b></p> | <p>Subject:<br/><br/><b>DCSD Supervisor Responsibilities</b></p>            |   |                                  |                                 |

## I. POLICY

In keeping with the standards set for quality Human Service Workers, the Delinquency and Court Services Division (DCSD) requires that all Human Service Supervisors adhere to the following expectations set forth by the department.

## II. PROCEDURE

### A. Qualifications.

A Master's prepared Social Worker, Criminal Justice or related field and one to three years of experience in the Human Service field, or a person with a BA/BS degree in the Human Service field along with 5 years of experience in case management. The individual must have the ability to work with others in a team atmosphere; demonstrate the ability to follow written and verbal instructions; have supervisory experience and the ability to manage others; and have a positive attitude.

### B. Requirements.

The Supervisor shall not carry or maintain a regular caseload.

### C. Duties and Responsibilities.

1. Positive Attitude and Strong Work Ethic: Works cooperatively with Judges, Court Staff, Attorneys, Human Service Workers, and Community Partners. Recognizes that work at Children's Court requires teamwork and helping others whenever needed. Maintain a positive professional attitude, performing his or her tasks without complaint, and be a good role model for others.
2. Promote a welcoming culture to employees, families, and community members whenever possible.
3. Promote professional demeanor, presentation and appearance with all Human Service Workers.
4. Provide orientation and training in the roles and responsibilities of Human Service Workers.
5. Provide bi-weekly individual directive supervision and coaching sessions with each Human Service Worker for a minimum of 30 minutes. These sessions shall be documented.
6. Facilitate bi-weekly team meetings to share information regarding updates and areas in need of attention. An agenda should be created for each of these team meetings.
7. Attend and participate in weekly Supervisor meetings. Provide agenda items to promote discussion of current coaching needs.
8. Assure accuracy and timely submission of court reports, perm plans, case notes, YASI, case plans, SAR's and all other documents requiring Supervisor's signature/approval. Assure that accurate family demographic information is maintained in Synthesis.
9. Promote utilization of community resources and supports that are culturally relevant to the youth and or family.
10. Monitor service authorization requests to assure that HSW's are referring for appropriate services.

11. Attend court hearings with all new Human Service Workers for the first two (2) months of their employment.
12. Keep DCSD Administration informed of emergency or critical incidents.
13. Attend all trainings and in services and assure that Human Services Workers do the same.
14. Assist in policy development by attending administrative meetings, planning organizational change and acting as a liaison between staff and management so as to explain policies to staff and assist management in developing new and revising departmental policies and procedures.
15. Shall coordinate and conduct investigations of incidents involving staff, clients and programs by researching, interviewing, counseling and carrying out formal investigations.
16. Perform related duties and responsibilities as assigned.
17. Meet with groups or individuals such as community based agencies and other departments by disclosing and/or obtaining information regarding departmental policies, organizational procedures in order to foster favorable community relations.
18. Train and develop Human Service Workers by using clear and relevant teaching techniques; providing guidelines and assistance regarding state statutes, policies and procedures as related to agency operations; explaining proper casework techniques, and training.
19. Supervise Human Service Workers by direct planning, organizing, and reviewing and editing their work; observing job performance; resolving conflicts, completing timely performance evaluations and performing other necessary duties in order to ensure that staff's work quality and quantity are maintained at a high-level. This includes evaluating the performance and progress of staff through observation and reviewing their work in order to maintain an awareness of staff's abilities, and plan more efficiently for the unit's operating and staffing needs; assigning cases and tasks to staff in a manner that is consistent in fairness and equity in order to encourage and maintain good employee morale and work quality.

Reviewed & Approved By: \_\_\_\_\_

*B. Thomas Wanta*

**B. Thomas Wanta, Division Administrator**