

<p>Milwaukee County Department of Health and Human Services Division of Youth and Family Services</p> <p>POLICY & PROCEDURE</p>	<p>Original Date Issued: 02/07/2014</p> <hr/> <p>Last Revision Date: 03/01/2014</p>	<p>Current Review Date: 12/22/2017</p> <p>Current Review By: MG</p>	<p>Section: ONGOING</p>	<p>Policy No: 009</p>	<p>Pages: Page 1 of 3</p>
<p><input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS)</p> <p><input type="checkbox"/> Detention Center</p> <p><input type="checkbox"/> DYFS Services Network</p> <p><input type="checkbox"/> Purchase of Service Agencies</p>	<p>Current Effective Date: 01/01/2018</p>	<p>Subject:</p> <p>Duties and Responsibilities of Human Service Worker Supervisors – Youth Justice</p>			

I. Policy

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

II. Role Requirements

A. Qualifications

A Master's preferred Social Worker, Criminal Justice or related field and 1-3 years of experience in the Human Service field, or a person with a BA/BS degree in the Human Service field along with 3-5 years of experience in case management or supervisory experience. The individual must have the ability to work with others in a team atmosphere; demonstrate the ability to follow written and verbal instructions; have leadership experience and the ability to manage others.

B. Overall Expectations

Support leaders in reaching the highest standards of professionalism and performance possible by creating a positive and trusting organizational culture where the workforce is valued and respected, and excellence is pursued.

Hold each other accountable with a mutual exchange of respectful and professional feedback to promote accountability of our team.

Specific expectations include but are not limited to:

1. Supervision of Human Service Workers through 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.
2. Works cooperatively with Judges, Court Staff, Attorneys, Human Service Workers, and Community Partners.
3. Demonstrate teamwork to include helping others whenever needed.
4. Maintain a professional attitude, performing his or her tasks and serve as a good role model for others.
5. Promote a welcoming culture to employees, families, and community members whenever possible.
6. Promote professional demeanor, presentation and appearance at all times.

7. Promote utilization of evidence based practices, community resources and supports that are culturally relevant to the youth and or family.
8. Maintain open communication and transfer of information pertinent to youth and families.

III. Duties and Responsibilities

A. Daily Tasks

1. Supervisors will need to log into JPM and Synthesis to ensure accuracy and timely submission of court reports, perm plans, case notes, YASI, case plans and all other documents requiring Supervisor's signature/approval.
2. Monitor service authorization requests to ensure that HSW's are referring for appropriate services and youth/family engagement is documented.
3. Keep DYFS Administration informed of emergency or critical incidents.
4. Manage needs of the Supervisor Desk as designated.
5. Log into Dayforce and making sure that staff are punching in and out and authorizing their time on a daily basis. Approving or denying any time off request from staff.
6. Respond to emails and phone messages and case noting when appropriate.
7. Ensure coverage of all court hearings for the team and/or department.
8. Supervision of Human Service Workers to include evaluating the performance and progress of staff through daily observation and reviewing their work.
9. The Supervisor must maintain awareness of the teams staffing and operational needs in order to effectively plan to ensure optimal department performance.

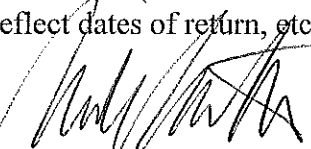
B. Monthly Expectations

1. Monitor turnaround SAR's (service re-authorization) requests to ensure that HSW's are referring for appropriate services and youth/family engagement is documented.
2. Provide documented bi-weekly individual directive supervision and coaching sessions with each Human Service Worker for a minimum of 30 minutes. These sessions shall include a review of case management and performance-related tasks.
3. 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.
4. Attend and participate in bi-weekly Supervisor meetings. Also attend monthly All Management Meetings.
5. Attend one-on-one with Section Manager bi-weekly.
6. Contact service providers, if needed, to ensure that engagement and services are being rendered accordingly.
7. Attend court hearings with staff for guidance/support and to observe performance.
8. Attend home visits with staff for guidance/support and to observe performance
9. Provide quality assurance checks on monthly contact standards and case note entries.
10. Approve and sign for mileage reimbursement.
11. 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.
12. Perform other related duties and responsibilities as assigned.

C. As Needed

1. Complete annual and probationary performance evaluations as needed. Annual evaluations must include field observation forms (court and community-based) at least annually.
2. Employee performance improvement plan (PIP) must be created, monitored and submitted per standards. Documentation should be kept in the employee file.
3. Provide orientation and module training for Human Service Workers, including peer shadowing opportunities.
4. Attend court hearings with all new Human Service Workers for the first two (2) months of their employment.
5. Attend all trainings and in-services as needed to ensure enhancement of knowledge. Supervisors must ensure that Human Services Workers do the same.
6. Shall coordinate and conduct investigations of incidents involving staff, clients and programs by researching, interviewing, counseling and carrying out formal investigations.
7. 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.
8. 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.
9. HSW Supervisors are required to ensure that any HSWs requesting time off have an adequate coverage plan before that time off can be approved. This includes ensuring that HSWs have planned for meeting all youth contact standards, court dates are covered, case notes are up to date, team meetings are addressed, voice and emails reflect dates of return, etc.
10. HSW Supervisors are required to ensure that the Department has adequate coverage prior to taking any planned time off. This includes ensuring HSWs have coverage Supervisors to seek guidance and support, their team (both HSW and Management) is made aware of the planned time off, voice and emails reflect dates of return, etc.

Reviewed & Approved By:



Mark Mertens, Division Administrator