

Human Services Department
Community Umbrella Agency Team Leader
Job Description

Exempt

Department : Human Services

Program: Community Umbrella Agency (CUA)

Status: Full Time

Source Of Supervision: CUA Program Director

JOB SUMMARY:

This individual will provide supervision to direct service workers to include, case managers and case aides. The supervisor is responsible for oversight of daily program operations in accordance with agency policy and in compliance with DHS Performance Standards and DPW Regulatory Guidelines. Emphasis will be child safety, well-being, and family stability.

DUTIES AND RESPONSIBILITIES:

- Supervise a minimum of five (5) staff.
- Responsiveness by phone required 24 hours per day, 7 days per week.
 - May function as the Intake Coordinator and assume duties as necessary (see Intake Coordinator job description).
- Will provide a minimum of one (1) supervision on a weekly basis to all staff.
- Supervise and facilitate quality services of CUA Workers to client families.
- Supervise development of assessment and service plans.
- Attend client sessions with or in place of CUA Worker, as needed.
- Supervise the establishment and maintenance of statistical and client case records.
- Monitor all open cases of all workers.
- Supervise and perform case reviews monthly.
- Attend Philadelphia Council of Children Youth and Family Services (PCCFYS), DHS and/or agency meetings, as determined by the Program Director or VP of Human Services.
- Communicate with Children Youth Division (CYD) workers and/or supervisors and DHS Social Workers, as needed in conjunction with the CUA Worker assigned to a specific case.
- Provide on-call back-up coverage, as needed in accordance to established schedules.
- Provision of on-call services through a rotational basis as required by APM.
- Provision of emergency Procedures and mandated reporter procedures.
- Will attend a minimum of 20 hours of training per year. Of the 20 hours, at least 10 hours must focus on skills, practices or issues related to CUA.
- Participate in weekly One on One coaching/mentoring meetings with your immediate supervisor.
- Attend weekly Quality Assurance meetings.
- Facilitate bi-weekly team meetings with the CUA program staff and provide technical oversight regarding program policies, goals and procedures.
- Assist with developing, scheduling and facilitating parent support groups.
- Comply with performance standards.
- Conduct annual performance evaluations and assess training needs of staff.
- Perform duties that support the mission of the CUA program.

REQUIRED QUALIFICATIONS:

- Minimum of a Master's Degree in social work with a minimum of prior 2 years experience (preferably in child Welfare).
- Pennsylvania Child Abuse History Clearance.
- Criminal Check Clearance.
- Valid Pennsylvania Driver's License.
- Pass a physical examination.
- Must demonstrate genuine empathy and concern for individuals as indicated in our corporate vision, mission and values statements.
 - Able to work a minimum of five (5) eight (8) hour shifts including a (1) hour lunch break. Also, required to work when on call or an emergency situation occurs. Must be flexible to meet the needs of families, children and staff.
- Adhere to applicable city, county, state and federal laws and regulations, internal and CARF standards.
- Strong clinical writing skills
- Strong verbal communication skills
- May be required to use own vehicle when other means of transportation are unavailable.
- Able to respond to on-call responsibilities without incurring difficulty.
- Excellent interpersonal and organizational skills.

PREFERRED QUALIFICATIONS:

- Computer proficient.
- Bi-lingual in English and Spanish.

KEY COMPETENCIES:

- Planning and organizing
- Critical prioritizing of urgent matters
- Problem assessment and problem solving
- Information gathering and information monitoring
- Attention to detail and accuracy
- Flexibility
- Adaptability
- Time Management
- Team Motivation
- Staff coaching
- Strong Leadership Skills