Human Services Supervisor II #02311
City of Virginia Beach – Job Description
Date of Last Revision: 07-19-2013

FLSA Status: Exempt
Pay Plan: Administrative
Grade: 15

City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Supervise and manage the quality assurance activities to ensure best practices are consistently utilized throughout the Human Services division.

Representative Work Functions and Responsibilities
Provide leadership, monitoring, and training for the effectiveness of major agency programs; assign or reassign personnel as appropriate; and ensure that compliance is being met and policies being followed.

Continually monitor programs for planning, revisions and recommendations.

Collect, evaluate and analyze program data and prepare reports upon request.

Respond to administrative priorities and participate in administrative meetings as appropriate.

Interact with all agency programs as well as with community agencies and resources; relate well to others; is creative; willing to take risks; is a strong advocate for resources and can educate others effectively in agency programs and client needs; and develop and maintain resource manuals that are constantly updated and the resources continuously assessed.

Demonstrate leadership, analytical skills, excellent people skills and the ability to absorb massive amounts of data and assimilate information correctly.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards
Ensure that the unit is well managed and operates efficiently and that an acceptable level of compliance to policies is maintained; services are delivered in a highly professional manner; division is informed and trained and program issues are effectively addressed; ensure that the division is knowledgeable of current methodologies and makes useful application of the knowledge within the program area; ensure that the division maintains the established standard of productivity relative to the unit program goals and that there is an appropriate selection and allocation of the work force and that the work load is
appropriately distributed; ensure that programs meet state mandates, job expectations are clear, good working relationships are maintained and collaboration with other divisions and agencies is effective.

**Minimum Qualifications**
Must possess a minimum of a Bachelor’s degree in Social Work with four (4) years of supervisory experience plus four (4) years of direct practical experience or a Bachelor of Science/Bachelor of Arts degree with five (5) years of supervisory experience plus five (5) years of direct practical experience.

**Preferred Qualifications**
Master’s degree in Social Work with three (3) years of supervisory experience plus three (3) years of direct practical experience.

**Special Requirements**
All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. **Knowledge**
1. Knowledge of Employment Services/Day Care Unit.
2. Knowledge of the many components of Welfare Reform.
3. Knowledge and appreciation of all agency programs.
4. Knowledge of community resources.

B. **Skills**
1. Skill in problem solving, planning and organizing resources.
2. Skill in establishing and maintaining effective working relationships with staff, public and other agencies at the local, regional and state levels.
3. Skill in verbal and written communication.

C. **Abilities**
1. Ability to work closely with both administrative and program staff to identify agency priorities and goals and to develop solutions to these concerns.
2. Ability to write grants/proposals for staff.
3. Ability to motivate others to accomplish certain goals.
4. Ability to compromise when appropriate.
5. Ability to work cooperatively as a team member.
6. Ability to communicate in a clear, concise, and comprehensive manner both orally and in writing.
7. Ability to be sensitive to the feelings of others and respect differences.
8. Ability to manage a diverse work force in which many different programs and priorities must be accommodated.