

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: FAMILY SERVICE WORKER, SUPERVISOR

Reports To: Designated Supervisor

UW Job Code: 4302

UW Job Family: 3A – Health/Medical Professional

SOC Code: 21-1093

FLSA: Exempt

Pay Grade: 23

Date: 5-1-18

JOB PURPOSE:

Supervise, case management staff and oversee day-to-day operations of designated area. Provide client services and support for families. Oversee the development of programs for educating and preventing issues relevant to health care, nutrition, substance abuse, human relationships, or dependent care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Supervise case management staff.
- Assign responsibilities for case management staff to meet the goals and objectives established by clinic leadership.
- Evaluate the overall performance of staff.
- Oversee the development of educational programs.
- Provide information or refer individuals to public or private agencies or community services for assistance.
- Interview clients individually, in families, or in groups, assessing their situations, capabilities, and problems, to determine what services are required to meet their needs. Maintain records and prepare reports concerning visits with clients.
- Refer clients to community resources for services such as financial assistance, job placement, debt counseling, legal aid, housing, or medical treatment, and provide concrete information, such as where to go and how to apply.
- Maintain case history records and prepare reports.
- Develop and review service plans in consultation with clients, and perform follow-ups assessing the quantity and quality of services provided.
- Provide, find, or arrange for support services, such as child care, homemaker service, prenatal care, substance abuse treatment, job training, counseling, or parenting classes, to prevent more serious problems from developing.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Periodically audit staff documentation for compliance.
- Attend and participate in training and other professional development activity.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.

COMPETENCIES:

- Attention to Detail
- Integrity
- Service Orientation
- Technical/Professional Knowledge
- Sensitivity
- Influence
- Individual Leadership
- Decisiveness

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in Social Science or nursing-related field**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements:

- **Licensed Counselor or Social Worker**
- **Valid driver's license**

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent oral and written communication skills.
- Excellent organizational skills.
- Excellent interpersonal skills and commitment to customer service.
- Ability to work effectively in a culturally diverse environment.
- Ability to manage and meet deadlines.
- Active listening skills.
- Service orientation skills.
- Social perceptiveness skills.
- Critical thinking skills.
- A high degree of problem sensitivity and the ability to determine when something is wrong or is likely to go wrong.
- Knowledge of applicable Federal and State laws and regulations.
- Ability to work with computers and software related to the position.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods.
- Knowledge of group behavior and dynamics, societal trends and influences.

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

WORKING CONDITIONS:

- May be required to work a flexible schedule, including nights, weekends, and holidays.
- May be required to work an on-call schedule.
- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- No or very limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.