

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Social Work Manager

Core code :

Post level and salary code :

Occupational class code :

Name of component :

Location :

Posts reports to : Director

Date of appointment :

B. JOB PURPOSE

To ensure that a social work service is delivered by the unit/sub directorate/component and/or to provide social work services through the promotion of social change, problem solving in human relationships and the empowerment and liberation of people to enhance social well-being.

C. KEY PERFORMANCE AREAS

- (a) Provide a social work service of the highest, most advanced and specialised nature within (a) defined area(s) of specialisation with regard to the care, support, protection and development of vulnerable individuals, groups, families and communities through the relevant programmes in partnership with stakeholders. Attend to any other matters that could result in, or stem from, social instability in any form.
- (b) Facilitate the development and planning of programmes and interventions to render a social work service through the efficient, economical and effective utilisation of financial resources.
- (c) Manage of a social work unit to ensure that an efficient and effective social work service is delivered through the efficient and effective utilisation of human resources. This would, *inter alia*, include the following:
 - (i) General consultation with clients and advising subordinates regarding follow-up actions to be taken.
 - (ii) Management of a social work unit. This would, *inter alia*, entail the following:

- * Ensure that the necessary personnel are recruited and retained within the budgetary constraints.
- * Ensure sound employment relations.
- (iii) Quality control of the work delivered by subordinates.
- (iv) Advising subordinates with regard to all aspects of the work.
- (v) Manage the performance and conduct of subordinates and the social work unit.
- (vi) Ensure that subordinates are trained and developed to be able to deliver work of the required standard efficiently and effectively through the utilisation of, *inter alia*, knowledge management. This would include providing mentorship and guidance to subordinates to assist them to integrate theory and practice, and to develop appropriated skills.
- (vii) Establish, implement and maintain efficient and effective communication arrangements in the unit.
- (viii) Ensure that subordinates maintain their professional registration as required.
- (ix) The development and management of the business plan of the unit and reporting on progress as required.
- (d) Keep up to date with new developments in the social work and management fields. This would, *inter alia*, entail the following:
 - (i) Study professional journals and publications to ensure that cognisance is taken of new developments.
 - (ii) Monitor and study the social services legal and policy framework continuously to ensure that the work of the unit is aligned with the requirements of such acts and policies.
 - (iii) Liaise/attend meetings with other departments and non-government institutions to take cognisance of the latest developments in the relevant field and to provide inputs, where required, into the work of such departments and other organisations.
 - (iv) Engage in continuous professional development activities as prescribed.
 - (v) Monitor and study the human resource, financial and general management frameworks of the Public Service to stay abreast of the latest developments.
- (e) Plan and ensure that social work research and development are undertaken. Undertake complex social work research.

- (f) Perform and/or ensure that all the administrative functions required in the unit are performed.

D. INHERENT REQUIREMENTS OF THE JOB

The following knowledge and skills are required for appointment:

- a. Expert skills to challenge structural sources of poverty, inequality, oppression, discrimination and exclusion.
- b. Expert knowledge and understanding of human behaviour and social systems and skills to intervene at the points where people interact with their environments in order to promote social well-being.
- c. The ability and competence to assist and empower individuals, families, groups, organisations and communities to enhance their social functioning and their problem solving capacities, prevent and alleviate distress and use resources effectively in cases where expert knowledge is required
- d. The understanding and ability to provide complex social work services towards protecting people who are vulnerable, at-risk and unable to protect themselves.
- e. The ability to compile complex reports.

E. APPOINTMENT REQUIREMENTS

a) Qualification

Registration with the South African Council for Social Service Professions as Social Worker.

b) Experience

A minimum of 10 years appropriate experience in social work after registration as Social Worker with the SACSSP.

F. CAREER PATHING

a) To higher grade

None

b) To higher post

Compliance with the requirements of higher post.

G. AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

H. PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

I. JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF MANAGER

DATE:

DATE: