

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Social Work Supervisor

Core code :

Post level and salary code :

Occupational class code :

Name of component :

Location :

Posts reports to : Deputy Social Work Manager

Date of appointment :

B. JOB PURPOSE

To ensure that social work services are provided by supervisees 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) To ensure that a social work service with regard to the care, support, protection and development of vulnerable individuals, groups, families and communities through the relevant programmes is rendered. Attend to any other matters that could result in, or stem from, social instability in any form. Supervise employees engaged in these functions. This would include the following actions:
- (i) Conduct assessments, that are problematic for supervisees, aimed at identifying conditions in individuals, groups, families and communities that justify relevant interventions.
 - (ii) Ensure that the appropriate recommendations and interventions required to address the conditions are identified. Ensure the development and planning of programmes to render the recommended interventions efficiently, effectively and economically.
 - (iii) Ensure that the recommended interventions are implemented by supervisees by providing continuous support, counselling, guidance and advice to supervisees.
 - (iv) Monitor and evaluate the effectiveness of the recommended interventions, ensure reporting on progress and identify further/amended interventions to address the identified conditions.

- (v) Study, interpret, apply and give guidance on legislation and policies in the identified work fields to supervisees and other role players/stakeholders.
 - (vi) Perform statutory functions that are problematic for supervisees relating to the relevant function, compile court reports and attend to court enquiries and the other tasks emanating from these matters.
 - (vii) Ensure that records of social work interventions, processes and outcomes are produced and maintained.
- (b) Supervise and advise social workers, social auxiliary workers and volunteers to ensure an effective social work service. This would, *inter alia*, entail the following:
- (i) Debrief and support supervisees to manage occupational stress and related issues to promote a sound and effective social work service.
 - (ii) Professional and general supervision of the relevant staff.
 - (iii) Quality control of the work delivered by supervisees.
 - (iv) Advise supervisees with regard to all aspects of the work.
 - (v) Manage performance, conduct and discipline of supervisees.
 - (vi) Ensure that all supervisees are trained and developed to be able to deliver work of the required standard efficiently and effectively by, *inter alia*, mentoring and coaching. This includes continuous professional development activities as prescribed.
- (c) Keep up to date with new developments in the social work field. 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.
 - (iii) Liase/attend meetings with other departments and non-government institutions and relevant stakeholders to take cognisance of the latest developments in the relevant fields.
 - (iv) Engage in continuous professional development activities as prescribed.
- (d) Supervise all the administrative functions required in the unit and undertake the higher level administrative functions.

D. INHERENT REQUIREMENTS OF THE JOB

The following knowledge and skills are required:

- (i) Skills to ensure that supervisees challenge structural sources of poverty, inequality, oppression, discrimination and exclusion efficiently and effectively.
- (ii) Knowledge and understanding of human behaviour and social systems and skills to ensure that supervisees intervene efficiently and effectively at the points where people interact with their environments in order to promote social well-being.
- (iii) The ability and competence to ensure that supervisees assist, advocate 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 and effectively.
- (iv) The understanding and ability to ensure that supervisees provide social work services towards protecting people who are vulnerable, at-risk and unable to protect themselves.
- (v) 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 7 years appropriate experience in social work after registration as Social Worker with the SACSSP

F. CAREER PATHING

a) To higher grade

Compliance with the requirement of higher grade.

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: