



# CLINTON COUNTY GOVERNMENT

## *Job Description*

Job Title: Intake Supervisor  
Department: Children & Youth Services  
Position Number: 4421-85-12  
Position Reports to: Assistant Director and Director  
Grade Level: O  
FLSA Status: Non-Exempt  
Position Type: Full-time  
Bargaining Unit Status: Non-Bargaining  
Date: May 9, 2019

**Summary:** The focus of the Intake Supervisor is to manage and assist in the administration of the intake staff. The Supervisor will provide direct supervision and assistance to identified intake staff members. The intake staff supervised by this position will carry a caseload of intake referrals. The Intake Supervisor will assist workers in making appropriate decisions, recommendations, and referrals to service providers. The work is performed under the direction of the Assistant Director and Director.

**Essential Functions:** **The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Assist assigned staff in screening families and assessing their needs.
- Assign intakes to staff members.
- Oversee, manage and assist in training assigned staff to be in compliance with DHS regulations, along with Agency policies.
- Meet with staff every 7 to 10 days for supervision. Ensure that this is properly documented.
- Facilitate effective communication among staff.
- Participate in and contribute to staff meetings and the development of policies and procedures.
- Facilitate collaborative working relationships with, and guidance to, other facilities that provide assistance to the Agency.
- Review, approve and sign off on staff's documentation, notes and completed forms.
- Make and assist staff in making referrals to other agencies and service providers.
- Participate as a member of a professional team; attend staff meetings, psychiatric appointments, collaborative meetings, school meetings, and other required appointments and meetings.
- Assist staff by guiding them on how to support clients with basic necessities including food, rent, clothes, searching for employment, finding housing, addressing safety issues, etc.
- Attend and testify in Court; prepare Court documents.
- Consult with attorneys, psychologists, co-workers and supervisors.
- Be available to assist the on-call worker with guidance and direction regarding emergency situations that they may be responding to after business hours.
- Assist assigned staff regarding the coordination of services for children, youth and families.
- Assist assigned staff with arranging and providing transportation for clients to the Agency and other various locations when appropriate.



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- Prepare and maintain required records and reports in accordance with regulations and Agency policy and procedure, including State reporting requirements to include the understanding and utilization of applicable State and/or County computer systems.
- Maintain mandated client confidentiality.
- Arrive to work on time, and have dependable daily attendance.
- Perform other related job duties as assigned.

**Education and Experience:** Candidates for this position must possess a Bachelor's degree in Social Work or a closely related field, including Human Services Criminal Justice, Psychology, or a major of which a substantial component is working with social service issues. Additionally, two to three years of casework experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

**Additional Job Requirements:** Valid driver's license, satisfactory pre-employment drug screen, FBI fingerprinting, background check, Child Abuse Clearance and completion of the computer skills testing.

### **Language Ability and Interpersonal Communication:**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Requires the ability to persuade, convince, influence, train, and monitor, in favor of a desired outcome.
- Requires the ability to act as a lead person.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as client records, laws, directories, maps, photographs, referral forms, plans, reviews, policies, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing with Supervisors and all department personnel, other County departments, clients, families, foster parents, outside agencies and service providers, attorneys, medical professionals, judges, schools and the public.

### **Physical and Mental Abilities Required to Perform Essential Job Functions:**

- Communicate effectively in person or by using telecommunications equipment.
- Input and gather data on a computer.
- Proofread documents accurately.
- Understand oral and written information.
- Move and relocate work related items and, if applicable, assist clients with personal items with or without assistance, if applicable.
- Move and/or relocate child(ren) with or without assistance, if applicable.
- Provide transportation to clients when appropriate.
- Enter, exit and move about multiple residential and office settings.



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- Travel to client’s homes/residences in order to serve and meet their needs in their own environment as appropriate.
- Operate standard office machines.

### **Mathematical Ability:**

- Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.

### **Environmental Adaptability:**

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.

### **Employee Expectations:**

In completing the duties and responsibilities of the position of Intake Supervisor, the employee will adhere to all county policies, guidelines, practices and procedures; act as a role model both inside and outside the County, perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

Clinton County Children and Youth Services is an Equal Opportunity Employer. The County of Clinton will not discriminate on the basis of age, gender, religion, race, color, national original, ancestry, sexual orientation, or disability.

In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resource Administrator to the extent that it does not constitute an undue hardship to the County.

**I have read the job description for the Intake Supervisor, and I fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.**

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date