

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Assistant Social Work Manager
(supervisor: larger component)

Core code :

Post level and salary code :

Occupational class code :

Name of component :

Location :

Posts reports to :

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 all such actions by supervisees that would include the following:
- (i) Conduct assessments that are problematic for the 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 the 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, volunteers and other role players/stakeholders.
 - (vi) Perform statutory functions that are problematic for the 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 efficient, effective and economic social work service. This would include, *inter alia*, 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) Advising 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. This includes continuous professional development activities as prescribed, the mentoring and guiding of sub-ordinates to assist them to integrate theory and practice, and to develop appropriated skills
- (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, 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.

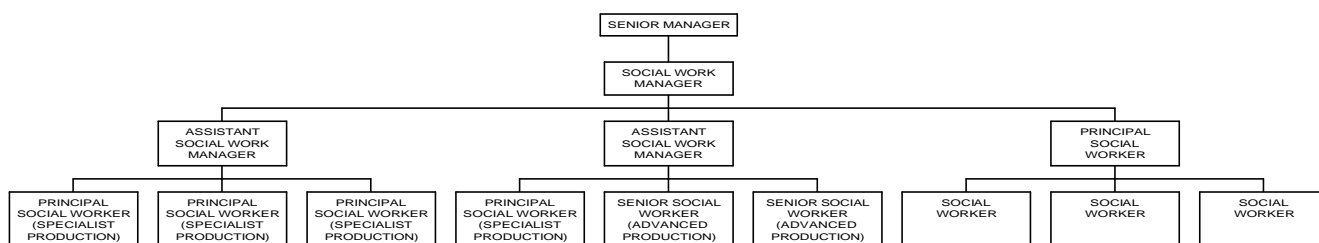
- (d) Undertake social work research and development and contribute to the development of policies.
- (e) Ensure that all the administrative functions required in the unit are performed to the required standard.

D. EXAMPLE OF A TYPICAL POSITION IN THE ORGANISATION AND TYPICAL ORGANISATION STRUCTURE

NOTE:

These organisational structures serve as **examples only**. Each department or institution should design its organisational structure to suit its specific needs and circumstances. Please note the old adage that structure follows strategy.

SOCIAL WORK UNIT



E. INHERENT REQUIREMENTS OF THE JOB

Consult the draft Public Service Middle Management Competency Framework and Dictionary and determine the skills and competencies required for the specific job. The competency framework is also available at <http://www.dpsa.gov.za/documents/ep/MMCFDictionaryConsolidated18July.pdf>.

F. APPOINTMENT REQUIREMENTS

- (a) Formal tertiary qualification in Social Work (e.g. Bachelor of Social Work) that allows professional registration with the South African Council for Social Service Professions. This qualification should equip the post holder with *inter alia*, the following:
 - (i) Skills to ensure that supervisees challenge structural sources of poverty, inequality, oppression, discrimination and exclusion.
 - (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 efficiently 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.

(b) Ability to compile complex reports.

(c) Six to eight years appropriate experience in social work.

G. CAREER PATHING

(a) Compliance with the requirement of higher posts.

H. 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.

I. 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.

J. JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF MANAGER

DATE:

DATE: