



Human Services Department  
In-Home Protective Services Supervisor  
Job Description

---

Exempt

Department : Children, Youth & Family Services (CYFS)

Program: In-Home Protective Services (IHPS)

Status: Full Time

Source Of Supervision: CYFS Director

---

**JOB SUMMARY:**

This individual will provide supervision to direct service workers in accordance with agency policy and the Children, Youth, Division Performance Standards and in compliance with DHS Performance Standards and DPW Regulatory Guidelines. Emphasis will be on child safety, well-being, and stability.

**DUTIES AND RESPONSIBILITIES:**

- Supervise a minimum of five (5) staff.
- A caseload of five (5) or less may be carried by the IHPS Supervisor, if not supervising five (5) workers, and as determined by the Program Director or VP of Human Services.
- The caseload of the IHPS Supervisor will decrease as additional IHPS Workers are hired and the need for supervision increases.
- May function as the Intake Coordinator and assume duties as necessary (see Intake Social Worker job description).
- Responsiveness by phone required 24 hours per day, 7 days per week.
- Will provide supervision on a weekly basis to all staff.
- Supervise and facilitate IHPS Workers services to client families.
- Supervise development of assessment and service plans.
- Attend client sessions with or in place of IHPS Worker, as needed.
- Supervise the establishment and maintenance of statistical and client case records.
- Monitor all open cases of all workers.
- Supervise and perform case reviews monthly.
- Attend PCCYFS, DHS or agency meetings, as determined by the Program Director or VP of Human Services.
- Communicate with CYD workers and/or supervisors and DHS Social Workers, as needed in conjunction with the IHPS Worker assigned to a specific case.
- Provide on-call back-up coverage, as needed in accordance to established schedules.
- Will attend a minimum of 20 hours of training per year. Of the 20 hours, at least 10 hours must focus on skills, practices or issues related to IHPS.
- Attend weekly Quality Assurance meetings.
- Facilitate bi-weekly team meetings with the IHPS program staff/
- Assist with parents support groups.
- Comply with performance standards.
- Perform duties that support the mission of the IHPS program.

**REQUIRED QUALIFICATIONS:**

- Minimum of a Master’s Degree in social work or a related field with prior 2 to 3 years experience (preferably in child Welfare).
- Pennsylvania Child Abuse History Clearance.
- Criminal Check Clearance.
- Valid Pennsylvania Driver’s License.
- Must demonstrate genuine empathy and concern for individuals as indicated in our corporate vision, mission and values statements.
  - Able to work a minimum of five (5) eight (8) hour shifts including a (1) hour lunch break. Also, required to work when on call or an emergency situation occurs. Must be flexible to meet the needs of families, children and staff.
- Adhere to applicable city, county, state and federal laws and regulations, internal and CARF standards.
- Strong clinical writing skills
- Strong verbal communication skills
- May be required to use own vehicle when other means of transportation are unavailable.
- Able to respond to on-call responsibilities without incurring difficulty.
- Excellent interpersonal and organizational skills.

**PREFERRED QUALIFICATIONS:**

- Computer proficient.
- Bi-lingual in English and Spanish.

**KEY COMPETENCIES:**

- Planning and organizing
- Prioritizing
- Problem assessment and problem solving
- Information gathering and information monitoring
- Attention to detail and accuracy
- Flexibility
- Adaptability
- Time Management
- Team Motivation
- Strong Leadership Skills

THE DUTIES AND RESPONSIBILITIES HAVE BEEN EXPLAINED IN FULL DETAIL. I UNDERSTAND THEM AND THE RESPONSIBILITIES INHERIT WITH THIS POSITION AND WILL ABIDE BY ITS DICTATES. I FURTHER UNDERSTAND THAT ALL DOCUMENTS AND INFORMATION THAT I COME ACROSS ARE CONFIDENTIAL AND SHOULD ONLY BE DISCUSSED WITH THOSE WHO WORK IN CONJUNCTION WITH THE PROGRAM/DEPARTMENT.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director/Personnel Signature

\_\_\_\_\_  
Date