

**CLEVELAND MUNICIPAL COURT – HOUSING DIVISION  
POSITION DESCRIPTION**

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Job Title:	Social Service Supervisor	FLSA Status:	Non Exempt
Department:	Administration	Civil Service:	Unclassified
Supervisor:	Deputy Court Administrator	Employment Status:	Full Time

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**JOB PURPOSE AND OVERVIEW**

The Chief Social Worker provides social service referrals for litigants within the Housing Court. The Chief Social Worker is also responsible for the daily supervision of social work staff and interns.

**ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION**

The following duties indicate the general nature and level of work performed by the Chief Social Worker. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of this position. Other duties may be required or assigned at any time.

1. Conduct intake and assessment for Housing Court litigants to determine qualifications for social service assistance.
2. Coordinate and assist in crisis intervention and de-escalation for litigants during Court hours and in the field.
3. Engage local service providers and create referral processes.
4. Refer eligible litigants to appropriate community service providers.
5. Seek out service providers for litigants who do not qualify for services from current agency partners.
6. Update and maintain community resource and service provider lists.
7. Provide daily supervision for social work staff and master level social work student interns.
8. Create and maintain longitudinal, qualitative and quantitative data including: demographics, referral outcomes, and unmet needs.
9. Evaluate program outcomes in order to facilitate better service provision and Court operations.
10. Identify and draft grant proposals.
11. Attend and participate in neighborhood or agency meetings to provide the public with information regarding the Housing Court.

**QUALIFICATIONS**

1. A Bachelor's degree or higher with a preference for a degree in the Social Sciences or related fields.
2. Ability to effectively communicate, verbally and in writing, to diverse audiences.
3. Knowledge of common office practices, procedures, and equipment.
4. Proficiency in operating a personal computer and using Microsoft Office products such as Word, Outlook, and Excel.

Additional consideration will be given to applicants who have the following qualifications: previous experience in providing psychosocial assessment and community referrals; previous experience working in a Court system; proficiency in language other than English.

The qualifications and requirements listed above are guidelines for selection purposes. Alternative qualifications may be substituted if considered by the Court to be sufficient to demonstrate the ability to perform the essential duties of the position.

**COURT EXPECTATIONS OF EMPLOYEE**

The Court expects all members of its staff to adhere to all Court policies, guidelines, practices and procedures; act as a role model both inside and outside the Court; perform duties as workload necessitates in a timely, accurate and thorough manner; be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues. Additional requirements for employment with the Court include the following.

- 1. Ability to effectively communicate with the public, governmental agencies, attorneys and court staff in a professional manner.
- 2. Possess good conflict resolution, problem solving, mediation and presentation skills.
- 3. Ability to prioritize work, work independently on assigned cases. Must have good time-management skills and be highly organized and detail-oriented.
- 4. Must be conscious of and sensitive to the diversity within the Court’s jurisdiction and be able to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis.
- 5. Professional appearance and demeanor appropriate for the position and expected of a representative of the Court.
- 6. Ability to maintain sensitive and confidential information.
- 7. Demonstrated dependability, reliability, and excellent attendance record.
- 8. Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability, and sound judgment.

*Employee hereby acknowledges having received a position description and understands the duties, responsibilities, qualifications, and requirements for this position. Employee further recognizes that the above information is not an exhaustive list and may be supplemented or changed at any time.*

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Signature of Employee

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Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date