

Job Posting

Organization:	Tioga County Department of Human Services
Job Title / Position Number:	Family Support Supervisor
Type Position:	Full Time with benefits
Salary Range:	\$52,000 yearly
Posting Length:	11 days
Posting Dates:	05/28/2026 to 6/8/2026
Contact Name / Number:	Marlo Carl 570-723-8204
Job Description:	See Attached Job Description

ELIGIBILITY -- ALL CANDIDATE(S):

1. Must meet the minimum experience and training (METs) required for the job. The METs for this position are:

Two years of professional experience in public or private social work and a bachelor's degree with major course work in Sociology, Social Welfare, Psychology, Gerontology, Criminal Justice or other related social sciences;

or

Any equivalent combination of experience and education which includes 12 college credits in Sociology, Social Welfare, Psychology, Gerontology, Criminal Justice or other related social sciences.

2. Approved Additional Special Requirements: None

3. Valid Driver's License

HOW TO APPLY -- ALL CANDIDATES

1. Completed Tioga County Employment Application. The application must provide details of experience and training as related to the minimum experience and training requirement for the vacancy so eligibility can be determined.

If interested in applying, please send applications to: 118 Main St., Wellsboro, PA 16901

Attn: Marlo Carl

Applications can also be emailed to: mcarl@tiogacountypa.us

TIOGA COUNTY DEPARTMENT OF HUMAN SERVICES IS AN EQUAL OPPORTUNITY
& AFFIRMATIVE ACTION EMPLOYER

JOB DESCRIPTION

1. Name of Employee (Last, First, MI)		2. Employee Number	Position Number														
3. Department Family	Bureau	Division	Headquarters Organization Code														
4. Class Title County Casework Supervisor		Working Title Family Support Provider Supervisor	Class Code														
5. Regular Work Schedule Start Time: <input type="text" value="8:00 a.m."/> Lunch Length: <input type="text" value=".5"/> End Time: <input type="text" value="4:30 p.m."/> Hours/Week: <input type="text" value="40"/> Staff must be available to work non-traditional hours, meaning hours outside of the standard 8:00 a.m. to 4:30 p.m. workday, as operational needs require		Position is: <input checked="" type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary															
Days Worked (check all that apply): <table border="1" style="width:100%; text-align:center;"> <tr> <td>S</td><td>M</td><td>T</td><td>W</td><td>Th</td><td>F</td><td>S</td> </tr> <tr> <td></td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td><td></td> </tr> </table>		S	M	T	W	Th	F	S		X	X	X	X	X		Reports to: Name Class Title Manager as assigned	
S	M	T	W	Th	F	S											
	X	X	X	X	X												
		Explain any schedule variations:															

6. Describe the work assigned to this position, listing the critical duties and responsibilities first. Explain work in familiar terms and include machines or equipment used. Use additional paper if needed.

Family Support Provider Supervisor

Position Summary

Under the general direction of the C&Y Director, the Family Support Provider Supervisor is responsible for overseeing the daily operations, supervision, and support of Family Support Provider staff within the assigned service line and location. This position ensures quality service delivery to children, youth, and families by providing leadership, guidance, and oversight to staff while promoting a supportive, collaborative, and family-centered environment. The Supervisor is responsible for maintaining compliance with agency policies and procedures, supporting staff development, and ensuring efficient program operations.

Essential Functions

Leadership & Management

- Supervise assigned Family Support Provider staff and provide ongoing coaching, guidance, and support.
- Conduct regular supervision meetings and performance evaluations.
- Assist staff in problem-solving, case coordination, and service delivery planning.
- Assign and monitor workloads to ensure timely and effective completion of responsibilities.
- Promote teamwork, accountability, and professional growth among staff.
- Support recruitment, onboarding, and training of new employees as assigned.

Program Oversight & Operations

- Oversee daily operations of the Family Support Provider programs to ensure services are delivered efficiently and effectively.
- Monitor documentation, productivity, and compliance with dept., county, and regulatory requirements.
- Ensure accurate and organized recordkeeping of client files, reports, and databases.
- Maintain confidentiality and compliance with HIPAA and other applicable regulations.
- Assist with scheduling, coordination of services, and program coverage needs.
- Participate in meetings, case consultations, and interdisciplinary team discussions.

Training & Quality Improvement

- Support implementation of program initiatives and best practices.
- Identify training needs and encourage professional development opportunities.
- Assist in developing and maintaining efficient workflows and operational procedures.

- Participate in quality assurance and continuous improvement efforts.

Knowledge, Skills, and Abilities

- Strong leadership, organizational, and supervisory skills.
- Ability to manage multiple priorities and deadlines effectively.
- Excellent communication and interpersonal skills.
- Knowledge of family support services, child welfare, and community-based programs preferred.
- Ability to maintain professionalism and confidentiality.
- Proficiency in Microsoft Office applications including Word, Excel, and Outlook.
- Ability to work independently and collaboratively within a team environment.

Education & Experience

Two years of professional experience in public or private social work and a bachelor's degree with major course work in Sociology, Social Welfare, Psychology, Gerontology, Criminal Justice or other related social sciences;

Or

Any equivalent combination of experience and education which includes 12 college credits in Sociology, Social Welfare, Psychology, Gerontology, Criminal Justice or other related social sciences.

Working Conditions

This position requires prolonged periods of computer work and regular communication through virtual technology platforms. Work is primarily performed in an office environment with occasional travel for meetings and program support. Must be able to lift up to 15 pounds.

The requirements listed above are representative of the knowledge, skills, and abilities necessary to perform the essential functions of this position. This job description is not intended to be an exhaustive list of all responsibilities, duties, and skills required. Employees may be required to perform other job-related duties as assigned.

Equipment and/or machines used in the performance of the above duties:

Automobile

Computer/Keyboard and related software

Photocopier/ scanner and printer

Fax Machine

Shredder

Standard small office equipment (stapler, scissors, etc.)

Calculator

Cell phone

HIPAA Access Level:

Professional – Individuals with this access level shall have access to the records in their department of clients/consumers with whom the professional has a current relationship, or for whom a professional consultation has been requested. Access to the entire department record by these individuals has been determined to be critical to the continuity of the clients/consumer's care as well as essential to diagnosis, treatment selection, and the health and safety of the client and others.

7. Briefly describe how work is assigned to this position and how the work is reviewed.

8. If this is a supervisory position, briefly describe how work is assigned to subordinate personnel and how their work is reviewed. (If this is not a supervisory position, leave blank.)

Work is assigned based on incoming referrals and the demands of each case. Cases are distributed according to urgency, complexity, and staff availability to ensure timely response and appropriate service delivery.

Consideration is given to individual workload, experience level, and the specific needs of the child and family when making assignments.

Work is reviewed through regular supervision meetings, case reviews, and ongoing monitoring of documentation and compliance requirements. Files are reviewed to ensure adherence to agency policy, state regulations, and timelines. Feedback is provided consistently, and additional guidance or training is offered as needed to support quality practice and positive outcomes

9. Attach an Organizational Chart identifying all reporting relationships for this position.

CERTIFICATION

I certify that to the best of my knowledge all statements contained within the job descriptions are correct: This job description consists of __ pages. (count this form as 1 page)

Employee's Signature _____	Class Title _____	Date _____
Immediate Supervisor's Signature _____	Class Title _____	Date _____
Reviewing Officer's Signature _____	Class Title _____	Date _____

