

Supervisor Competencies

CASE MANAGEMENT
REDESIGN

one



Educational

Supervisors are experts who provide knowledge, skills, and training to individuals and organizations involved in child welfare. They ensure workers are equipped with the necessary tools to follow the SFPM, along with required law, rule, and policies. Supervisors support, guide, and role model engagement for best practices.

two



Administrative

Supervisors manage daily operations within their agency ensuring workers are provided with clear expectations of their job duties. Supervisors oversee employees to ensure protected time, quality performance, and compliance with law, rule and policy

three



Leadership

Supervisors hold an essential role focusing on transparency, strength, and clear communication. As a leader in their agency, supervisors guide and inspire individuals, organizations, and systems to improve outcomes and well-being for children and families. Supervisors mentor and lead workers, fostering a safe and positive work environment that promotes job satisfaction.

four



Clinical

Supervisors play an important role in providing structured staffing to enhance critical thinking, problem-solving, and case movement. This intervention results in safety, permanency and well-being for children and families