

CASE SUPERVISOR, GRADE B

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position primarily responsible for providing direct supervision of activities performed by casework and supportive staff for one of the Service teams in the Department of Social Services. The work is performed under the direct supervision of either a Grade A Supervisor or a Deputy Commissioner of Social Services as dictated by the overall organizational configuration of the Services Unit.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the formulation of casework, case plans, or group work policies and procedures;
 Interprets, implements, monitors and provides training in staff compliance with Federal, State and local casework policies and programs related to the provision of services;
 Supervises casework staff in administering the social services program and in rendering social services to promote the safety and wellbeing of clients;
 Discusses cases with Caseworkers and provides consultation including, but not limited to, assistance in case planning, decision making, resource utilization, time management, performance feedback and prioritizing case activities;
 Recommends social services policies and procedures;
 Maintaining cooperative relationship with other Department programs, family courts and other agencies in the community;
 Establishes controls for determining staff performance and conducts all required employee evaluations;
 Monitors staff compliance with State and local personnel policies and procedures;
 Assists staff in gaining competency with Social Service Department computer software programs, system requirements and reports and monitors performance for completion and accuracy;
 Regularly and routinely reviews case records for compliance with regulations and evidence of good casework practice;
 Maintains necessary records and prepares reports on social work activities;
 Interprets social services programs to the community through contacts with citizens and other groups;
 Works as liaison on group or team assignments;
 Presents to community groups about Department programs;
 May act on behalf of the Grade A Supervisor or Deputy Commissioner of Social Services in his/her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern principles and practices of social casework and social group work, and the ability to apply these in the performance of his/her duties; good knowledge of Federal, State, and local public social service laws and programs; ability to plan and direct the work of others; knowledge of techniques of case recording; ability to prepare clear and accurate records and reports; ability to operate a personal computer and utilize office software programs; ability to establish and maintain successful relationships with people; ability to interpret the work of the agency; ability to communicate clearly, both orally and in writing; ability to make oral presentations; initiative and resourcefulness; good powers of observation and analysis; sensitivity to the reaction of others; good judgment, tact, and courtesy; physical condition commensurate with the demands of the position.

Continued on Page 2

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MINIMUM QUALIFICATIONS: Either:

1. Master's Degree from a regionally accredited college or university or one recognized by the New York State Education Department in social work AND two (2) years' of full-time paid experience, or its part-time equivalent, in social work with a public or private agency adhering to acceptable standards; OR
2. Bachelor's Degree from a regionally accredited college or university or one recognized by the New York State Education Department AND four (4) years' of full-time paid experience, or its part-time equivalent, in social work with a public or private agency adhering to acceptable standards; OR
3. An equivalent combination of training and experience as set by the limits of (1) and (2).

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require access to transportation to meet field work assignments made in the ordinary course of business in a timely and efficient manner.

APPROVED: FEBRUARY 12, 1993

REVISED: MAY 24, 2018

CIVIL SERVICE CLASSIFICATION: COMPETITIVE