

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/16/2020

CASE SUPERVISOR, GRADE B

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class are responsible for the provision of professional social work services involving the supervision of a group of caseworkers and supporting staff engaged in the administration of social services in a specified area or program. Supervision may include travel to both urban and rural homes. Responsibilities include the training and development of assigned social services staff. Work is performed under the direct supervision of a Case Supervisor, Grade A or Director of Services. Supervision is exercised over Senior Caseworkers, Caseworkers and other subordinate personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the formulation of casework or group work policies and procedures;
Interprets Federal, State and local policies and programs to assigned caseworker staff;
Supervises casework staff in administering the social services program, and in rendering social services to promote the welfare of the client;
Reviews difficult problems with casework staff and provides necessary consultation;
Recommends social services policies and procedures;
Supervises caseworkers assigned to child protective service;
Assigns cases and ensures that work is completed promptly according to State mandates;
Maintains necessary records and prepares reports on social casework activities;
Interprets the agency programs to the community through contacts with citizen and other interested groups;
Supervises employment programs of the Department such as work relief and vocational rehabilitation;
Assigns and reviews the work of casework staff supervised, and conducts individual conferences with individual caseworkers to analyze case problems and to set case goals for clients;
Supervises the formulating of plans to reunite children in care of their families and/or providing preventive services in their own homes to avoid placement;
Supervises case work services for adults in chronic care facilities;
Supervises the work of employees in the parent aide and institutional review programs;
Supervises Caseworkers in the day care services or adoptive and foster home finding programs;
Supervises Caseworkers involved in adult intake or under care activities;
May be required to travel to urban and rural homes.

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 duties; Thorough knowledge of Federal, State and local public welfare laws and programs; Thorough knowledge of techniques of case recording; Ability to plan and direct the work of others; Ability to prepare clear and accurate records and reports; Ability to establish and maintain positive relationships with others; Ability to interpret the work of the agency; Sound judgement; Initiative and resourcefulness; Good powers of observation and analysis; Imagination; Sensitivity; Emotional maturity; Tact.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree **AND** one (1) years of full-time experience in social casework* with a public or private agency; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** two (2) years of full-time experience in social casework* with a public or private social agency.

*Social casework is defined to mean experience which shall have involved a one-to-one interaction with a client in order to actively facilitate the identification of client needs and goals through the interview process, as well as, the development of a service plan (i.e., identification and coordination of services available in the agency or the community to meet these needs and goals).

SPECIAL REQUIREMENTS:

- 1. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.
- 2. Statewide Central Register (SCR), per Section 424-a of the Social Services Law, and Staff Exclusion List (SEL), per Section 495 of the Social Services Law, background checks are required prior to appointment.

Adopted: 1950's; 1970's; 02/03/1982

Revised: 07/11/1990; 08/05/1996; 09/19/1996; 12/29/2004; 02/03/2014;
02/23/2018; 01/02/2019; 01/16/2020