

Department: Social Services  
Classification: Competitive  
Grade: 17

SPEC DISK B2  
DOCUMENT 65

### CASE SUPERVISOR - GRADE B

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for providing professional social services work involving responsibility for supervising the activities of caseworkers administering social services in specified areas or programs. Where the Case Supervisors, Grade B are the principal supervising social workers, they are responsible for standards of social services in accordance with agency policy, and for recommending social services policies and procedures. The work is performed under supervision of a Case Supervisor, Grade A, or the Director of Social Services, or in small agencies, the Commissioner of Social Services, the Case Supervisor, Grade B supervises a group of Caseworkers who render services in Social Services programs. Depending on agency needs, may coordinate the work of various units of the social services program. The incumbent does 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 caseworkers;  
Supervises casework staff in administering the social services program and in rendering social services to promote the welfare of the client;  
Discusses difficult cases with caseworkers and provides necessary consultation;  
Recommends social services policies and procedures;  
Maintains cooperative relationships with the family courts and other welfare agencies in the community;  
Establishes necessary control for determining staff performance and evaluates performance of assigned staff;  
Maintains necessary records and prepares reports on social work activities;  
Interprets the social service program to the community through contacts with citizens and other groups.

**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; good knowledge of Federal, State and local social service laws and programs; ability to plan and direct the work of others; ability to prepare clear and accurate knowledge of techniques of case recording; ability to prepare clear and accurate records and reports; ability to establish and maintain successful relationships with people; ability to interpret the work of the agency; initiative and resourcefulness; good powers of observation and analysis; imagination; sensitivity to the reaction of others; emotional maturity; sound judgment; tact; physical condition commensurate with the demands of the position.

**PROMOTION QUALIFICATIONS:**

One year of full-time permanent competitive status as a Senior Caseworker or two years of full time permanent competitive status as a Caseworker in the Essex County Department of Social Services.

Revised: 10/01/2014  
Revised: 3/28/2023