

Department: Social Services  
Classification: Competitive  
Grade: 8 M/C

SPEC DISK B2  
DOCUMENT 64

### CASE SUPERVISOR - GRADE A

*DISTINGUISHING FEATURES OF THE CLASS:* This is professional technical work of a difficult nature involving responsibility for the administration of all Children and Family Services programs and departments. General Supervision is received from the Director of Social Services and/or the Deputy Commissioner of Programs with wide leeway allowed for the exercise of independent judgement in planning and carrying out the details of the work. This position is responsible for enforcing the guidelines, rules and regulations prescribed by the State of New York in accordance with Federal Mandates in providing services to children. Must also enforce County and Social Services policies with all subordinates.

*TYPICAL WORK ACTIVITIES:* (Illustrative only)

- Evaluates the performance of all members of the leadership team in the Children and Family Services department. Reviews the evaluations of the other subordinate employees, making sure they are completed in a timely manner and making additional comments when appropriate.
- Provides input regarding required training needs of Children and Family employees to the Staff Developer and Deputy Commissioner. Coordinates with the Staff Developer to assure all required training is completed.
- Directs, Coordinates and Supervises the provision of casework services by assigning cases to appropriate teams, monitoring work flow, ensuring equitable caseloads among service teams etc.;
- Reviews case records to monitor and assure quality, uniformity of work and compliance with state and local regulations.
- Identifies and compiles data on trends related to the delivery of services in order to provide information for preparing budgets and the Comprehensive Annual Social Services Program Plan and evaluate the appropriateness of service team structure and organization.
- Assists in formulating agency policies and procedures by reviewing state directives and regulations and recommending procedure for implementation, analyzing procedural implications and impact on agency operations and utilizing services trend analyses to provide input regarding service-related policies.
- Acts as a consultant on casework problems by meeting with staff, explaining or confirming the meaning of policies, providing advice on supervisory problems, giving approval for actions to be taken in unusual situations etc.;
- Answers correspondence from outside agencies, the public, the State Department of Social Services and speaks before a variety of community groups to explain agency services.
- Interprets Federal, State and Local policies and programs, develops operational plans and coordinates procedure between various agency departments and service team staff to ensure policies are implemented.
- Serves on a variety of Unified Services and other committees and acts as a liaison with community agencies to resolve problems and ensure coordination of services.

- Prepares special reports, when appropriate.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of modern principles and practices of Social Services Casework, federal, state and local public welfare laws and programs;
- Ability to administer Social Service Casework programs;
- Ability to plan, direct and supervise the work of others;
- Ability to establish and maintain successful relationships with others;
- Ability to write clear and accurate records and reports;
- Thorough knowledge of techniques of case recording and confidentiality;
- Ability to operate a computer and use various computer programs including word, excel, connections etc.;
- Understanding of child developments, family dynamics and substance abuse;
- Ability to plan, direct and supervise the work of others;
- Thorough knowledge of budget preparation and review;
- Thorough knowledge and implementation of Supervisory skills

**MINIUM QUALIFICATIONS:**

**OPEN COMPETITIVE:**

- A) A Bachelor's degree and five (5) years of responsible direct Social Work experience with an agency adhering to acceptable standards and four (4) years of direct Supervisory experience; or  
B) A Master's degree in Social Work and two (2) years of responsible direct social work experience and two (2) years of Direct Supervisory experience

**PROMOTION:**

Two (2) years of permanent status as a Senior Caseworker or One (1) year permanent status as a Case Supervisor Grade B