

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/15/2020

CASE SUPERVISOR, GRADE A

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class are responsible for the application of professional social work in the planning, organizing, coordinating and supervising of a number of separate units or sections of the Department. Supervision may include travel to both urban and rural homes. Responsibilities include the recommending of casework and group work policies for the agency. Work is performed under the general supervision of the Director of Services. Supervision is exercised over Case Supervisors, Grade B, Senior Caseworkers, Caseworkers and other subordinate personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Develops casework methods and procedures within established standards and practices;
Supervises social services staff in administering and rendering services;
Interprets Federal, State and local policies and programs to assigned caseworker staff;
Supervises the child protective services of the Department and confers with staff regarding the removal of children from abuse or neglect situations;
Supervises the adult services program of the Department, and plans and develops projections of adult client needs and services;
Supervises the preventive children's services, court-ordered persons in need of supervision, and foster care services programs of the Department;
Supervises employment programs of the Department such as work relief and vocational rehabilitation;
Consults with assigned caseworker regarding certification and decertifying of foster homes and adoptions;
Maintains cooperative relationships with other units and sections of the agency through administrative channels;
Reviews performance of assigned staff;
Participates in social work research projects;
Establishes and maintains necessary working relationships with a variety of private social and community service agencies;
Maintains cooperative relationships with Family Court and other public welfare agencies in the community;
Directs the preparation of reports on social casework activities;
Interprets agency programs to the community through contact with citizens and other interested groups;
May be required to travel to urban and rural homes.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of modern principles and practices of social casework and group work, and 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 preparing social studies and 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; Good powers of observation and analysis; Sensitivity; Initiative and resourcefulness; Imagination; Emotional maturity; Tact.

continued...

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree **AND** two (2) years of full-time experience in social casework* with a public or private agency, one (1) year of which shall have been in a supervisory capacity; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** three (3) years of full-time experience in social casework* with a public or private agency, one (1) year of which shall have been in a supervisory capacity.

*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: 04/10/1974; 02/09/1982

Revised: 06/03/1992; 08/05/1996; 09/19/1996; 12/29/2004; 02/03/2014;
02/23/2018; 01/02/2019; 01/15/2020