

## CASE SUPERVISOR, GRADE A

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for planning and supervising the work of the services staff in the Department of Social Services which includes coordinating and supervising the work of several units or sections of the agency. The Case Supervisor Grade A recommends casework and group work policies and procedures for the agency and is responsible for social service standards in accordance with agency policy. The work is performed under the general direction of a higher level administrator with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Direct supervision is exercised over the work of Case Supervisor Grade B and other subordinate staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Develops and implements State and local plans for determination of community/client needs and delivery of services; Supervises social services staff in administering and rendering services, including determining policy and program standards and monitoring performance; Conducts and monitors personnel recruiting, selection, training and evaluation activities; Maintains knowledge of operation of other units and sections of the agency and maintains productive relationships with them; Established and maintains productive working relationships with various community agencies, the Family Court and client advocates; Interprets agency programs to the community through personal presentations and preparation of material such as brochures, slide presentations, videos, etc.; Guides processes determining client needs and advocating for and analyzing new or revised programs as needed; Prepares or directs preparation of various plans and reports detailing division operations, community/client needs and plans for new or expanded services or program evaluation; Commits agency participation in various social work research projects and prepares special funding request; Conducts training sessions.

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

Comprehensive knowledge of modern principles and practices of social casework and group work; Comprehensive knowledge of Federal, State and local social service laws and programs; Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group work to the duties of the position; Ability to plan and direct the work of others; Ability to prepare clear and accurate records and reports; Ability to establish and maintain good relationships with others; Ability to interpret the work of the agency; Ability to operate a computer terminal; Ability to perform close, detail work involving considerable visual effort and strain; Good judgment; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and four years of full-time paid or its part-time paid equivalent social casework or social work experience three years which must have been in a supervisory capacity.

- NOTES:** 1. Social casework work experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, appropriate referral to social and support services, coordination of services.
2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered social casework or social work.
4. Behavioral sciences are defined as psychology, sociology, and anthropology.
5. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

**NOTE:** A valid New York State driver's license is required at time of appointment and maintained during employment.

Approved  
6/15/10  
Revised 8/21/13