

CASE SUPERVISOR GRADE B

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and supervisory position involving responsibility for assisting the Case Supervisor Grade A in planning and directly supervising the work of case work staff in one of the Services Units in the Department of Social Services. The work is performed under the direct supervision of the Case Supervisor Grade A with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over Senior Caseworkers, Caseworkers and other subordinate staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists in the formulation of case work, case plans or group work policies and procedures;

Interprets, implements, monitors and provides training in staff compliance with Federal, State and local casework policies and programs related to the provisions of services;

Supervises case work staff in administering the social services program and in rendering social services to promote the welfare of clients;

Discusses cases with Caseworkers and provides consultation including, but not limited to, assistance in case planning, decision making, resource utilization, time management and prioritizing case activities;

Recommends social services policies and procedures;

Maintains cooperative relationships with family courts and other agencies in the community;

Establishes controls for determining staff performance and conducts all required employee evaluations;

Monitors staff compliance with State and local personnel policies and procedures;

Assists staff in gaining competency with the Connections system requirements and reports and monitors performance for completion and accuracy;

Regularly and routinely reviews case records for compliance with regulations and evidence of good casework practice;

Maintains necessary records and prepares reports;

Interprets social services programs to the community through contacts with citizen and other groups;

Works as liaison on group or team assignments;

In an emergency, authorizes services and works as a back up for absent caseworker.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social casework and case management;
Thorough 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;
Working knowledge of computer systems as they relate to the work of the department;
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;
Ability to perform close, detail work involving considerable visual effort and strain;
Good judgment.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and three years of experience in casework with a public or private agency adhering to acceptable standards.