

## **CASE SUPERVISOR, GRADE A**

**DISTINGUISHING FEATURES OF THE CLASS:** This is professional supervisory-level casework of a complex nature involving the responsibility for the administration of social services programs. General supervision is received from a higher-level administrator and supervision is exercised over a number of Case Supervisors, Grade B. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Directs, coordinates, and supervises the provision of social casework services by assigning cases to appropriate teams, monitoring work flow, ensuring equitable caseloads among service teams, etc.;

Reviews case records to monitor and ensure quality, uniformity of work and compliance with state and local regulations;

Conducts field work to provide mentoring and coaching to casework staff and responds to higher profile cases by reviewing cases, interviewing and transporting clients, etc.;

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 procedures for implementation, analyzing procedural implications and impact on agency operations and utilizing service trend analysis to provide input regarding service-related policies;

Interprets Federal, State and local policies and programs, develops operational plans and coordinates procedures between various agency departments and service team staff to ensure that policies are effectively implemented;

Evaluates the performance of Case Supervisors, Grade B and reviews the evaluations of other subordinate employees, making additional comments, when appropriate;

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;

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, New York State Office of Temporary and Disability Assistance (OTDA), New York State Office of Children and Family Services (OCFS) and speaks before a variety of community groups to explain agency services;

Provides input regarding staff training needs to the Staff Development Coordinator;

Prepares special reports, when appropriate.

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

Thorough knowledge of modern principles and practices of social casework; thorough knowledge of Federal, State and local public welfare laws and programs; thorough knowledge of techniques of case recording; good knowledge of New York State and local case management systems (e.g. Adult Services Automated Program (ASAP), Child Welfare Automated Program (Connections))\*; ability to administer social service casework programs; ability to supervise the work of others; ability to prepare accurate reports; ability to establish and maintain cooperative relationships with others.

### **MINIMUM QUALIFICATIONS:**

1. A Bachelor's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education or comparable curriculum and five (5) years of social casework\*\* experience and/or counseling, mental health or education\*\*\*, or criminal justice casework\*\*\*\*, which included at least three (3) years in a supervisory or managerial capacity; or

(over)

2. A Master's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education or comparable curriculum and four (4) years of social casework\*\* experience and/or counseling, mental health or education\*\*\*, or criminal justice casework\*\*\*\*, which included at least one (1) year in a supervisory or managerial capacity.

**NOTE:** All experience indicated in #1 and #2, above, shall be paid professional-level experience and must have been gained after completion of the Bachelor's and/or Master's degree. Unpaid experience, such as internships, externships, and/or other volunteer experience, shall not qualify.

**SPECIAL REQUIREMENTS:**

1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.
2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-a). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.

\*To be demonstrated during the probationary period.

\*\*Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews, and referrals of needed services. Social casework does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

\*\*\*Education experience is defined as experience gained while in a credentialed teacher position, performing work as a guidance counselor, social worker, or mental health counselor in a school-based setting.

\*\*\*\*Examples of criminal justice casework includes individuals working as a Probation Officer or Probation Assistant, or Investigators or support staff working in a Police Department, District Attorney's Office, or Public Defender's Office.