

CASE SUPERVISOR, GRADE B

DISTINGUISHING FEATURES OF THE CLASS: This is professional supervisory-level casework of a complex nature involving the responsibility for overseeing social services programs and for supervising the activities of a group of primarily casework staff. The work is performed under the general direction of a higher-level administrator and supervision is provided to professional, technical, and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises casework staff and para-professionals in the provision of services to clients by assigning work, establishing work priorities, reviewing case records, resolving complex casework issues, etc.;

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.;

Interprets Federal, State and local policies as related to the delivery of services, child welfare programs, social security and Medicaid legislation, case recording procedures, etc., in order to ensure compliance with regulations and maximize benefits to clients;

Assists in the development of agency casework policies and procedures by identifying related problem areas and proposing solutions;

Meets with caseworkers and other staff to review case progress, provide guidance regarding case plans and conduct performance evaluations;

Acts as a liaison with other government agencies and community groups to exchange information, discuss service-related problems and formulate possible solutions in order to maximize services delivered and promote the well-being of clients;

Provides on-going training to staff and may make recommendations regarding general training needs to agency administrators;

Analyzes reports in the Welfare Management System (WMS) and Production Hosting Reports & Enterprise Documents (PHRED) to monitor caseload actions, reporting activities, the breakdown of services provided, transaction errors, workflow, etc.;

Reviews and makes changes in the operating procedures of the unit, when appropriate;

Compiles data, when requested, and prepares reports, memos and letters;

Attends meetings and workshops, when necessary;

May arrange for or directly provide a variety of services to clients in emergency situations.

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; good knowledge of techniques of case reporting; 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 communicate effectively both orally and in writing; 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 four (4) years of social casework** experience and/or counseling, mental health or education***, or criminal justice casework****, which included at least two (2) years in a supervisory or managerial capacity; or
2. A Master's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education or comparable curriculum and three (3) 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.

(over)

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.

PROMOTION: Two (2) years of permanent status as a Senior Caseworker or equivalent parenthetical designation (e.g. Senior Caseworker (Spanish Speaking); Senior Caseworker (French-Creole Speaking), etc.

*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.

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Competitive