

## **CASE SUPERVISOR, GRADE B**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for supervising the activities of subordinates administering social services in specified areas or programs. The work is performed under general direction in accordance with established policies and procedures. Where the employee is the principal supervising social worker, he or she is responsible for standards of Social Services in accordance with agency policy, and for recommending Social Services policies and procedures. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Assists in the formulation of casework policies and procedures; Interprets Federal, State, and local policies and programs to Senior Caseworker I and II's, Caseworkers, and Caseworker Trainees under their supervision; Supervises casework, clerical, and support staff in administering the Social Services program, and in rendering social services to promote the welfare of the client; Discusses cases with Senior Caseworker I and II's, Caseworkers, and Caseworker Trainees, and provides necessary consultation; Recommends Social Services policy and procedures; Maintains cooperative relationships with the family courts and other service agencies in the community; Establishes necessary control for determining staff performance and evaluates performance of assigned staff; Maintains necessary records and prepares reports on social work activities; Interprets the Social Services program to the community through contacts with citizen and other groups; Prepares precise, detailed records and reports; May be required to testify in a court of law or administrative hearing, and assists in preparation for such hearing or trial; Operates a computer to enter and retrieve information; Responsible for periodic on-call coverage at night and on weekends to handle all types of social services emergencies.

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

**CHARACTERISTICS:** Thorough knowledge of modern principles and practices of social casework and social group work and the ability to apply these in the performance of duties; Good knowledge of Federal, State, and local Social Services laws and programs; Ability to plan and direct the work of others: Sound knowledge of techniques of case recording; Ability to prepare precise, accurate, and detailed records and reports; Ability to establish and maintain successful relationships with people; Ability to interpret the work of the agency; Initiative and resourcefulness; Good powers of observation and analysis; Sensitivity to the reaction of others; Emotional maturity; Sound judgment; Tact; Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

A. Graduation from a 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, two years of which must have been in the supervisory capacity.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

- NOTES:**
1. Social casework 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, and 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:** Possession of a valid New York State driver's license is required at time of appointment and maintained during employment.

Revised 03/22/90; 7/1/98; 7/17/98; 11/29/99; 12/17/07; 1/02/08; 6/15/10; 8/21/13; 2/21/17; 3/15/21; 3/23/23  
Reviewed 9/21/01; 8/25/03; 1/18/10; 8/14/15; 3/6/19; 2/24/21; 6/18/21