

CASE SUPERVISOR

TOMPKINS COUNTY

Department Social Services
Classification Competitive
Labor Grade P(16)
Approved 11-76
Revised 10-86;5-91;12-95;3-05
By HH, Commissioner of Personnel
BBP Risk Factor _____

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and supervisory position involving responsibility for assisting the Director of Services in planning and directly supervising the work of the case work staff in one of the services units at the Department of Social services. The work is performed under the general supervision of the Director of Services 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. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Assists in the formulation of Case Work or Group Work policies and procedures;
Interprets, implements monitors and provides training to staff in 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 the client;
Discuss cases with Caseworkers and provides necessary consultation including, but not limited to, assistance in case planning, decision making, resource utilization, time management and prioritizing case activities;
Recommends Social Services policy and procedures;
Maintains cooperative relationships with the family courts and other welfare agencies in the community;
Establishes control 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 Social Service department automated system requirements and reports and monitors performance for completion and accuracy in this area;
Regularly and routinely reviews case records for compliance with regulations and evidence of good casework practice;
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;
Works as liaison on group or team assignments such as PINS;
In an emergency, authorizes services and works as a back up for absent Caseworkers.

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CASE SUPERVISOR (CONT)

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 automated systems as they relate to the work of the department;
Ability to plan and direct the work of others;
Ability to establish and maintain successful relationships with people;
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: EITHER:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in social work with a public or private agency adhering to acceptable standards.

SPECIAL REQUIREMENTS:

- (a) Appointees will be required to possess a valid New York State Driver's License to operate a motor vehicle or otherwise demonstrate the ability to meet the transportation needs of the job.