

CASE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is administrative and supervisory work involving responsibility for planning, overseeing, and coordinating the activities of units of Caseworkers providing social services in specified service areas or programs including children's services, general family services, and adult and child protective services. When assigned to supervise child protective services, this class is also distinguished by casework assignments which, may at times, require independent, expedient, and unique handling of cases to ensure the safety and health of clients and others. The work is carried out in accordance with Federal, State, and local policies and procedures. Work is performed under the general direction of the Director of Social Services with broad leeway permitted in assuring agency standards and policies are maintained. General supervision is exercised over the work of subordinates. A Case Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Assigns cases to service area and program units;
- Recommends, develops, and implements casework, record keeping, and administrative procedures;
- Interprets laws, regulations, rules, procedures, and local policy;
- Plans and conducts staff meetings to explain evolving administrative requirements, rules, or regulations and discusses workers' thoughts and feelings concerning problems of the agency;
- Coordinates agency activities through consultations with casework unit supervisors and other agency personnel;
- Establishes and maintains cooperative relationships with various social work and community agencies;
- Evaluates agency staff strengths, weaknesses, and potentials;
- Assists agency staff members through individual and group conferences in analyzing case problems and improving their diagnostic and helping skills;
- May represent the agency in community or interagency activities;
- Oversees the preparation of, and prepares a variety of periodic and special reports as may be required by the Federal, State, or local government.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of current social problems and their effects on individuals, groups, and society; thorough knowledge of the principles and practices of social casework; thorough knowledge of human development and behavior; thorough knowledge of laws, regulations, rules, procedures, and policies as they relate to social casework; ability to plan and coordinate the work of others; ability to identify and set priorities; ability to communicate effectively both orally and in writing; ability to match workers' skills to case requirements; good powers of analysis; tact; emotional maturity and stability; good judgement.

MINIMUM QUALIFICATIONS:

Possession of a Bachelor's Degree and four (4) years of social work or social casework experience, one (1) year of which shall have been in a supervisory capacity.*

*Possession of a Master's Degree in Social Work may be substituted for two (2) years of the general social work experience, but not for the one (1) year of required experience in a 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 New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR DEPARTMENT OF SOCIAL SERVICES: New hires will be required to submit to and pass a pre-employment Staff Exclusion List (SEL) check and a State Central Register (SCR) background check due to access and exposure to child abuse and maltreatment records.

CATTARAUGUS COUNTY CIVIL SERVICE

Revised: 03/09/23