

UNIT SUPERVISOR (Dept. of Aging)

DISTINGUISHING FEATURES OF THE CLASS: The work involves supervising caseworkers providing services to older persons. The work is carried out in accordance with Federal, State, and local policies and procedures. Work is performed under general supervision with broad leeway permitted in directing, coordinating and meeting the work objectives of the Caseworker staff. Supervision is exercised over the casework, para-professional, and clerical staff. A Unit Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Screens referrals of cases and assigns cases to staff on basis of each workers present caseload, special interests, strengths and weaknesses;
- Conducts case conferences with workers discussing specific approaches, goals to be attained and what needs to be done by the worker and client to reach the goals;
- Conducts staff meetings to explain evolving administrative requirements, rules or regulations and to discuss thoughts and feelings within the group concerning problems;
- Reviews workers case records, letters and reports;
- Trains and assists in the training of Caseworkers and administrative staff;
- Attends meetings to learn of new or modified rules, regulations or procedures, makes suggestions and discusses agency service delivery;
- Maintains cooperative relations with community agencies and other County departments;
- Evaluates staff's strengths, weaknesses, and potentials and discusses evaluations with workers;
- Prepares monthly report of activities, including tallies of client services performed in various categories.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of current social problems and their effects on older persons; thorough knowledge of the principles and practices of social casework; good knowledge of the principles of personnel supervision; good knowledge of human development and behavior; good knowledge of laws, regulations, rules, procedures, and policies as they relate to older persons; ability to plan and coordinate the work of others; ability to identify and set priorities; ability to communicate effectively both orally and in writing; good powers of analysis; tact; emotional maturity and stability; good judgement; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS:

(Open Competitive) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and three (3) years of social work or social casework experience.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 9/20/01