

CASE SUPERVISOR (PROTECTIVE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This is professional technical work of a difficult nature involving the supervision of the activities of a group of professional and non-professional casework staff and social work students primarily involved in crisis intervention for adult clients. The work is distinguished from Case Supervisor, Grade B in the responsibility for field work supervision of a group of social work students. The work is performed under the supervision of a Case Supervisor, Grade A and supervision is exercised over a number of employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides field work supervision to a group of social work students including but not limited to review and discussion of process recordings, organizing and planning work, goal setting, explaining utilization of community resources;

Manages a small caseload of complex cases including formulating services plans and making field visits;

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.;

Interprets Federal, State and local policies as related to the delivery of protective services, social security and Medicaid legislation, case recording procedures, etc.;

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

Meets with caseworkers, para-professionals and students to review case progress, provide guidance regarding case plans and conduct performance evaluations by discussing workers' strengths, weaknesses and areas appropriate for change;

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

Accompanies caseworkers and students on field visits to clients needing legal protective services;

Analyzes Welfare Management Systems (WMS) reports to monitor caseload actions, reporting activities, the breakdown of service provision, transaction errors, work flow, etc.;

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

Attends meetings and workshops, when necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern principles and practices of social casework; good knowledge of principles of student field work supervision; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of techniques of case recording; ability to write clear and accurate reports and disseminate information; ability to supervise the work of others; ability to establish and maintain successful relationships with people; ability to effectively respond to crisis situations.

MINIMUM QUALIFICATIONS: A Master's degree in Social Work and two (2) years of responsible social casework experience with an agency adhering to acceptable standards.

R.C.P.D. (08.16.1983) 06.24.2015 - Job specification may be subject to further revision
Competitive