

CASE SUPERVISOR – GRADE A

DISTINGUISHING FEATURES OF THE CLASS: This is professional technical work of a difficult nature involving a responsibility for the administration of social services programs. General supervision is received from a higher-level administrator and supervision is exercised over a number of Case Supervisors, Grade B. Does related work as required.

TYPICAL WORK ACTIVITIES:

Directs, coordinates and supervises the provision of social casework services by assigning cases to appropriate teams, monitoring work flow, ensuring equitable caseloads among service teams, etc.;

Reviews case records to monitor and ensure quality, uniformity of work and compliance with state and local regulations;

Identifies and compiles data on trends related to the delivery of services in order to provide information for preparing budgets and the Comprehensive Annual Social Services Program Plan and evaluate the appropriateness of service team structure and organization;

Assists in formulating agency policies and procedures by reviewing state directives and regulations and recommending procedures for implementation, analyzing procedural implications and impact on agency operations and utilizing service trend analyses to provide input regarding service-related policies;

Interprets Federal, State and local policies and programs, develops operational plans and coordinates procedures between various agency departments and service team staff to ensure that policies are effectively implemented;

Evaluates the performance of Supervisors, Grade B and reviews the evaluations of other subordinate employees, making additional comments, when appropriate;

Serves on a variety of Unified Services and other committees and acts as a liaison with community agencies to resolve problems and ensure coordination of services;

Acts as a consultant on casework problems by meeting with staff, explaining or confirming the meaning of policies, providing advice on supervisory problems, giving approval for actions to be taken in unusual situations, etc.;

Answers correspondence from outside agencies, the public, the New York State Office of Temporary and Disability Assistance (OTDA), New York State Office of Children and Family Services (OCFS) and speaks before a variety of community groups to explain agency services;

Provides input regarding staff training needs to the Director, Staff Development;

Prepares special reports, when appropriate.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social casework; good knowledge of federal, New York State and local public welfare laws and programs; ability to administer social service casework programs; ability to plan, direct and supervise the work of others; ability to write clear and accurate reports; ability to establish and maintain successful relationships with others.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree in Social Work, Psychology, or comparable curriculum, and five (5) years of responsible social casework experience with an agency or school adhering to acceptable standards; or
2. A Master's degree in Social Work, Psychology, or comparable curriculum, and four (4) years of responsible social casework experience with an agency or school adhering to acceptable standards.