

CASE SUPERVISOR, GRADE B

DISTINGUISHING FEATURES OF THE CLASS: This position involves professional social casework of a complex nature involving a responsibility for overseeing social services programs and for supervising the activities of a group of primarily casework staff. The work is performed under the general direction of a higher-level administrator and supervision is provided to professional, technical, and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

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 services, child welfare programs, social security and medicaid legislation, case recording procedures, etc., in order to ensure compliance with regulations and maximize benefits to clients;

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

Meets with caseworkers and other staff to review case progress, provide guidance regarding case plans and conduct performance evaluations;

Acts as 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;

Provides on-going training to staff and may make recommendations regarding general training needs to agency administrators;

Analyzes reports in the Welfare Management System (WMS) and Production Hosting Reports & Enterprise Documents (PHRED) to monitor caseload actions, reporting activities, the breakdown of service provision, transaction errors, workflow, etc.;

Reviews and makes changes in the operating procedures of the unit, when appropriate;

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

Attends meetings and workshops, when necessary;

May arrange for or directly provide a variety of services to clients in emergency situations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social casework; thorough knowledge of Federal, State and local public welfare laws and programs; good knowledge of techniques of case reporting; good knowledge of New York State and local case management systems (e.g. Adult Services Automated Program (ASAP), Child Welfare Automated Program (Connections))*; ability to communicate effectively both orally and in writing; ability to supervise the work of others; ability to establish and maintain cooperative relationships with others.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree in Social Work, Psychology, or comparable curriculum and four (4) years of 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 three (3) years of social casework experience with an agency or school adhering to acceptable standards.

(over)

NOTE: All experience indicated in #1 and #2, above, shall be professional-level experience and must have been gained after completion of the Bachelor's and/or Master's degree.

PROMOTION: Two (2) years of permanent status as a Senior Caseworker or equivalent parenthetical designation (e.g. Senior Caseworker (Spanish Speaking); Senior Caseworker (French-Creole Speaking), etc.

*To be demonstrated during the probationary period.