

CASE SUPERVISOR, GRADE B

JOB CODE: 2302
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA, Salary Grade XIV
ADOPTED: Revised 6/97; 9/00, 3/13, 5/16, 01/20 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising the activities of subordinates administering social services in specified areas of programs. An incumbent's core responsibilities are to support, administer and educate. This is achieved through the core competencies of communication, systematic monitoring, feedback, coaching and maintaining a supervisory focus emphasizing relationships and results. The work is performed under general direction in accordance with established policies and procedures. The employee is responsible for recommending Social Services policies and procedures. Direct supervision is exercised over the work of Senior Caseworkers, Caseworkers and assigned clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Oversees casework activities related to individual and family safety and well-being;
- Assists in the formulation of casework or group work policies and procedures;
- Supervises case work staff in administering the Social Services program (including review and approval of various documents) and in rendering social services to promote the welfare of the client,
- Interprets Federal, State and local policies and programs to Caseworkers under their supervision and assures staff compliance;
- Makes case assignments based on the nature of the case, evaluation of staff skills and workload distributions;
- Discusses difficult cases with Caseworkers and provides necessary consultation;
- Recommends Social Services policy and procedures;
- Maintains cooperative relationships with the family courts and other service agencies in the community, serving on appropriate boards and committees as required;
- Interprets the Social Services program to the community through contacts with citizen and other groups;
- Provides staff training on departmental procedures and required reporting practices;
- Participates in the hiring, evaluating and discharge of subordinates;
- Compiles and maintains a variety of record, reports and statistical information;
- Monitors provisions of service provider contracts;
- Attends training and conferences as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern principles and practices of social casework and social group work, and the ability to apply these in the performance of duties; good knowledge of Federal, State and local Social Services laws and programs; ability to plan and direct the work of others, sound knowledge of techniques of case recording; ability to prepare clear and accurate records and reports; ability to establish and maintain successful relationships with people; ability to interpret the work of the agency; initiative and resourcefulness; good powers of observation and critical thinking; sensitivity to the

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reaction of others; emotional maturity; sound judgment; tact; physical condition commensurate with the demands of the position.

Core responsibilities to support, administer and educate are executed through the core competencies of communication, systematic monitoring, feedback, coaching and maintaining a supervisory focus emphasizing relationships and results.

MINIMUM QUALIFICATIONS:

OPEN COMPETITIVE

Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree AND four years of full-time experience or its part-time equivalent in social casework with a public or private social agency adhering to acceptable standards.

PROMOTIONAL

Must be permanently employed in the competitive class (or designated as non-competitive in accordance with Section 55A of Civil Service Law) in the Tioga County Department of Social Services and must have served for twelve (12) months as a Senior Caseworker or twenty-four (24) months as a Caseworker.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.