

Jurisdictional Class: Competitive  
Adopted: March 30, 2009  
Revised: May 3, 2010

**CASE SUPERVISOR, GRADE B**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a supervisory-level professional position responsible for supervising the activities of others administering programs and services to promote the welfare of vulnerable adults, children, youth, and families. The work is performed under general direction in accordance with established policies and procedures. Incumbents are responsible for standards of Social Services in accordance with agency policy, and for recommending Social Services policies and procedures. In the event that the Commissioner and Director of Social Services are unavailable, the Case Supervisor, Grade B may be required to assume responsibility of the authorization of agency services. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

Assists in the formulation of casework or group work policies and procedures;  
Interprets Federal, State, and local policies and programs to staff under their supervision;  
Supervises staff in administering programs and services to promote the welfare of vulnerable adults, children, youth, and families;  
Discusses difficult cases with staff and provides necessary consultation;  
Participates in the training and coaching of assigned staff;  
Recommends human services policy and procedures;  
Maintains cooperative relationships with the family courts and other service agencies in the community and intra-agency programs;  
Establishes necessary control for determining staff performance and evaluates performance of assigned staff;  
Maintains necessary records and prepares reports on casework activities and the work of the unit;  
Interprets programs to the community through contacts with citizens and other groups;  
Reviews and monitors case and program reports and records to insure completion, timely processing, and quality;  
Monitors, reviews, and consults on court-related activities and compliance;  
Oversees government funded programs to ensure they operate as planned and are effective;  
Establishes and coordinates programs for human service personnel and volunteers;  
Compiles information and data from a variety of sources to assess needs, plan programs, services, and activities which promote positive child youth development, and prevent delinquency.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Thorough knowledge of modern principles and practices of social services 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;  
Sound knowledge of techniques of case recording;  
Ability to plan and direct the work of others;  
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;  
Sound judgment.

Case Supervisor, Grade B

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree or higher and three (3) years of experience in social services casework with a public or private social agency adhering to acceptable standards.

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