

**DEPARTMENT:** SOCIAL SERVICES  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** 6/21/82

### **CASE SUPERVISOR, GRADE B**

**DISTINGUISHING FEATURES OF THE CLASS:** The Case Supervisor, Grade B provides professional social services work involving responsibility for supervising the activities of Caseworkers administering social service in specified areas or programs. Where the Case Supervisor, Grade B are in the principal supervising social workers, they are responsible for standards of Social Services in accordance with agency policy, and for recommending Social Services policies and procedures. Under supervision of a Case Supervisor, Grade A or the Director of Social Services, or in small agencies the Commissioner of Social Services, the Case Supervisor, Grade B supervises a group of caseworkers who render services in Social Services program. Depending on agency needs, he may coordinate the work of various units of the Social service program and do related work as required.

#### **TYPICAL WORK ACTIVITIES:**

1. Assists in the formulation of case work or group work policies and procedures;
2. Interprets Federal, State and local policies and programs to Caseworkers under their supervision;
3. Supervises case work staff in administering the Social Services program and in rendering social services to promote the welfare of the client;
4. Discusses difficult cases with Caseworkers and provides necessary consultation;
5. Recommends Social Services policy and procedure;
6. Maintains cooperative relationships with the family courts and other welfare agencies in the community;
7. Establishes necessary control for determining staff performance and evaluates performance of assigned staff;
8. Maintains necessary records and prepares reports on social work activities;
9. Interprets the Social Services program to the community through contacts with citizen and other groups.

#### **FULL PERFORMANCE KNOWLEDGES, 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 law and programs; ability to plan and direct the work of others; 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 analysis; imagination; sensitivity to the reaction of others; emotional maturity; judgment and tact. Physical condition commensurate with the demands of the position.

#### **MINIMUM QUALIFICATIONS:**

**PROMOTIONAL:** Candidates must be permanently employed as a permanent Senior Caseworker for one (1) year or a permanent Caseworker for two (2) years immediately preceding the date of the written test.

**OPEN COMPETITIVE:** Candidates must meet one of the following requirements;

**EITHER:** 1. Graduation from a regionally accredited college or New York State registered four (4) year college or university with a Bachelor's degree and three (3) years of full time satisfactory paid experience in social work with a public or private social agency adhering to acceptable standards;

**OR:** 2. An equivalent combination of training and experience.