



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **Supervisor of Protective Services**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM 6/30/20
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

The Supervisor of Protective Services is responsible for planning, coordinating and supervising work of the Adult Protective and Child Protective staff for the Cayuga County Department of Social Services. This is an administrative position involving the responsibility for successful operation to the delivery of services, recommending casework policies and procedures, and maintaining the standard of performance in delivery of these services. The work is performed under administrative direction of the Director of Community Services, the Deputy Director for Social Services or the Director of Services with the leeway for permitting the frequent exercise of independent judgment. The incumbent is responsible for coordinating the functions of all casework, technical and related staff in the Adult Protective and Child Protective program areas. Supervision is exercised over several administrative supervisors. The Incumbent does related work as assigned.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the formation of casework policies and procedures;
Interprets federal, state, and local programs and advises the Director of Community Services;
Supervises the casework staff in administering and rendering services to eligible children and families;
Conducts individual and group conferences with casework supervisors to discuss updates and revisions to laws and regulations;
Responsible for setting expectations for staff performance and monitoring compliance with standards;
Represents the Director of Community Service at conferences, public meetings, etc., as directed;
Manages contracts with budgetary parameters;
Develops procedures to ensure that casework, correspondence, case plans, and reports are in accordance with regulation and Family Court requirements;
Supervises the establishment of eligibility standards and operating procedures for all protective services cases;
Conducts interviews with potential employees, making recommendations for hiring and subsequent unit assignments;
Oversees and manages special departmental projects.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Comprehensive knowledge of modern principles and practices of social casework and social services administration and the ability to apply these in the performance of duties;
Thorough knowledge of federal, state, and local social services laws and programs;
Good knowledge of techniques of case recording;
Ability to plan, direct, and accept responsibility for 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 goals of the agency;

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in psychology, sociology, social work, counseling or other Human Service-related field AND 5 years of experience in social casework with a public or private social agency adhering to acceptable standards; and
- B) Case Supervisor Grade B with 5 years supervisory experience representing the department in the Protective Services area of casework practice.