



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

JOB SPECIFICATION

Civil Service Title: **Case Supervisor Grade A**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM 11/6/76
Revised: CSM 2/18/00, 10/12/05, 11/12/14, 3/11/15

DISTINGUISHING FEATURES OF THE CLASS:

Under administrative direction, the Case Supervisor Grade A is responsible for planning and supervising the work of the Social Services staff and for coordinating the work of various units of the agency; does related work as required. Work shall be performed under the direction of the Director of Community Services or the Deputy Director for Social Services, and entails supervision over a number of separate units or sections. Direct supervision is exercised over Grade B Supervisors rather than Caseworkers. The Case Supervisor Grade A recommends casework and group work policies and procedures for the agency and is responsible for standards of social services in accordance with agency policy.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Establishes casework methods and determines standards and practices;
Supervises social services staff in administering and rendering services;
Interprets Federal, State and Local policies and programs;
Maintains cooperative relationships with other units and sections of the agency, through administrative channels;
Evaluates staff performance;
Participates in social work research projects;
Establishes and maintains necessary working relationships with various social work and community agencies;
Maintains cooperative relationships with family court and other welfare agencies of the community;
Directs the preparation of reports;
Interprets agency programs to the community through contacts with citizen and other groups;
Obtains and maintains contracts.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Comprehensive knowledge of modern principles and practices of social case work and group work, and ability to apply these in the performance of duties;
Thorough knowledge of Federal, State and Local public welfare laws and programs;
Ability to plan and direct the work of others;
Knowledge of techniques of preparing social studies and 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;
Ability to operate an alphanumeric keyboard and computer terminal;
Knowledge of state and local fiscal policies and programs;
Ability to apply fiscal knowledge to preparing and administering budgets.
Good powers of observation and analysis;
Sensitivity to the reaction of others;
Initiative and resourcefulness;
Imagination;
Emotional maturity;
Good judgment;
Tact;
Good health.

MINIMUM QUALIFICATIONS:

- (A) Graduation from regionally accredited college or university or a NYS registered 4-year college or university with a Bachelor's Degree in Psychology, Sociology, Social Work, Counseling, Nursing, Education, or other Human Services field and 5 years of full-time satisfactory paid experience in social work with a public or private agency adhering to acceptable standards, including 1 year in a supervisory capacity; OR
- (B) Graduation from a New York State registered or regionally accredited four year college or university with a Bachelor's degree and 6 years of satisfactory full-time paid experience in social casework with a public or private agency; OR
- (C) Possession of a current valid license to practice as a Registered Professional Nurse in New York State and 6 years of post licensure experience as a Registered Professional Nurse; OR
- (D) 5 years full-time satisfactory paid experience as a Caseworker in a local services agency in NYS including 1 year in a supervisor capacity; OR
- (E) An equivalent combination of training and experience.

SPECIAL REQUIREMENT(S):

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. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle Operator's license.