



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

### JOB SPECIFICATION

Civil Service Title: Case Supervisor Grade B  
Jurisdictional Class: Competitive  
Civil Division: Social Services  
Adoption: CSM 11/6/76  
Revised: CSM 2/18/00, 10/12/05, 3/11/15, 2/18/20

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

Under supervision of Director of Services, the Director of Community Services or the Deputy Director for Social Services, the Case Supervisor Grade B supervises a group of Caseworkers who render services in Social Services program. Depending on agency needs, may coordinate the work of various units of the Social Services program and do related work as required. The Case Supervisor Grade B provides professional social services work involving responsibility for supervising the activities of Caseworkers administering social services in specified areas or programs. Where the Case Supervisors Grade B are 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.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Assists in the formulation of case work or group work policies and procedures;  
Interprets Federal, State and Local policies and programs to Caseworkers under their supervision;  
Supervises case work staff in administering the Social Services program and in rendering social services to promote the welfare of the client;  
Discusses difficult cases with Caseworkers and provides necessary consultation;  
Recommends Social Services policy and procedures;  
Maintains cooperative relationships with the family courts and other welfare agencies in the community;  
Establishes necessary control for determining staff performance and evaluates performance of assigned staff;  
Maintains necessary records and prepares reports on social work activities;  
Interprets the Social Services program to the community through contacts with citizen and other groups;  
May participate in agency discussions and serve as the permanency consultant to multidisciplinary treatment teams;  
May assess, address and be responsible for a permanency plan for all children/youth in care.

#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Thorough knowledge of modern principles and practices of social case work 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;  
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;  
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.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

(Continued)

Initiative and resourcefulness;  
Good powers of observation and analysis;  
Imagination;  
Sensitivity to the reaction of others;  
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 3 years of full-time satisfactory paid experience in social work with a public or private social agency adhering to acceptable standards; OR
- (B) Graduation from a New York State registered or regionally accredited four year college or university with a Bachelor's degree and 4 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 4 years of post licensure experience as a Registered Professional Nurse; OR
- (D) 3 years full-time satisfactory paid experience as a Caseworker in a local social services agency in New York State; 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.