

## **CASE SUPERVISOR, GRADE A**

**JOB CODE:** 2307  
**LOCATION:** Tioga County Department of Social Services  
**CLASSIFICATION:** Competitive  
**SALARY:** CSEA, Salary Grade XV  
**ADOPTED:** Reso. 246-22 08/09/2022

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves planning and supervising the work of the services staff in the Department of Social Services which includes coordinating and supervising the work of several units or sections of the agency. The Case Supervisor Grade A recommends casework and group work policies and procedures for the agency and is responsible for social service standards in accordance with agency policy. The work is performed under the general direction of the Deputy Commissioner of Social Services with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Direct supervision is exercised over the work of Case Supervisor Grade B and other subordinate staff. Does related work as required.

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

- Develops and implements State and local plans for determination of community/client needs and delivery of services;
- Supervises social services staff in administering and rendering services, including determining policy and program standards and monitoring performance;
- Conducts and monitors personnel recruiting, selection, training and evaluation activities;
- Maintains knowledge of the operation of other units and sections of the agency and maintains productive relationships with them;
- Establishes and maintains productive working relationships with various community agencies, the Family Court and client advocates;
- Interprets agency programs to the community through personal presentations and preparation of material such as brochures, slide presentations, videos, etc.;
- Guides processes determining client needs and advocating for and analyzing new or revised programs as needed;
- Prepares or directs preparation of various plans and reports detailing division operations, community/client needs and plans for new or expanded services or program evaluation; Commits agency participation in various social work research projects and prepares special funding request;
- Conducts training sessions.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Comprehensive knowledge of modern principles and practices of social casework and group work; Comprehensive knowledge of Federal, State and local social service laws and programs; Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group work to the duties of the position; Ability to plan and direct the work of others; Ability to prepare clear and accurate records and reports; Ability to establish and maintain good relationships with others; Ability to interpret the work of the agency; Ability to operate a computer terminal, interpret and use computer data and reports; Ability to perform close, detail work involving considerable visual effort and strain; Good judgment; Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

-2- Case Supervisor, Grade A

OPEN COMPETITIVE

Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree and four (4) years of experience in social work with a public or private agency adhering to acceptable standards.

PROMOTIONAL

Must be permanently employed in the competitive class (or designated as non-competitive in accordance with Section 55A of Civil Service Law) in the Tioga County Department of Social Services and must have served for twelve (12) months as a Case Supervisor, Grade B.

**SPECIAL REQUIREMENT:** 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.