

## ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** CASE SUPERVISOR **GRADE:** 16

**TITLE ABBREVIATION:** CASE SUPERVISOR **TITLE NO.:** 6127

**JURIS.CL:** C **SALARY CODE:** 01 **UNIT:**        **EEO CODE:** PR **FLSA CODE:** NE

**DEPARTMENT:** SOCIAL SERVICES **DIVISION:** HUMAN SERVICES

**SUPERVISOR'S TITLE:** SENIOR CASE SUPERVISOR

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for facilitating the provision of human services in accordance with agency policy and government mandate. The essential nature of the work is in the interpretation and implementation of casework policies and procedures. Work is performed under the general supervision of a Senior Case Supervisor. Latitude for exercise of independent judgment in interpretation and implementation of casework policies and procedures is granted. Supervision is exercised over the work of subordinate casework staff, and clerical personnel. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Participates in the formulation, interpretation, and implementation of casework policies and procedures;
2. Interprets and enforces rules and regulations as established by federal, state or local laws and mandates to ensure compliance with such guidelines and the professional and appropriate delivery of human services to clients;
3. Supervises the casework staff in administering various social services programs, and reviews and evaluates subordinates' work performance;
4. Monitors the performance of contract agencies to ensure contract compliance;
5. Provides necessary consultation to assist in the creation and execution of suitable Service Plans, and holds individual and group conferences to provide guidance, support, and direction to subordinate staff;
6. Conducts, with guidance from staff consultants, various training and staff development programs;
7. Maintains necessary records and prepares reports on social casework activities;
8. Establishes and maintains cooperative relationships with the Family Court and other social welfare agencies in the community;
9. Interprets the programs of the Department of Social Services to the community through contacts with interested individuals, citizen groups, and the media;
10. Provides information about, and referral services to, various programs of the Department of Social Services, and those of other government and community agencies;

11. Maintains good relations with other agencies, and the general public;
12. Enters casework activity into a personal computer using a keyboard and retrieves information as needed;
13. Translates organizational goals into individual job objectives, communicates objectives as duty statements to subordinates, coaches subordinates to meet objectives and evaluates performance of subordinates annually.

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

Thorough knowledge of modern principals of social casework; thorough knowledge of techniques involved in making investigations and case records; good knowledge of federal, state and local public welfare and Social Service laws and programs; good knowledge of techniques involved in child protection, adult protection and case planning; skills in social work interviewing; skills in risk assessment; ability to interpret the work of the agency; ability to develop and use computer skills appropriate to the position; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear records and reports; ability to motivate and assess subordinate staff; ability to communicate effectively, both orally and in writing; initiative; good powers of observation; good perception and analysis; sensitivity to the reactions of others; good judgment, physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree in Social Work and one (1) year of full-time paid experience which must have been in a supervisory capacity in social casework with a public or private social service agency; OR
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Social Work and two (2) years full-time paid experience as defined in (A) above of which one (1) year must have been in a supervisory capacity; OR
- (C) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and three (3) years of full-time paid experience as defined in (A) and (B) above of which one (1) year must have been in a supervisory capacity.

**SPECIAL REQUIREMENTS:** Must possess at time of appointment and maintain a valid driver's license.