

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SENIOR CASE SUPERVISOR **GRADE:** 17

TITLE ABBREVIATION: SR CASE SUPV **TITLE NO.:** 6608

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

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

SUPERVISOR'S TITLE: DIRECTOR OF HUMAN SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the administration of the provision of human service programs in accordance with agency policy and government mandate. The essential nature of the work is such that the incumbents are responsible for maintaining high standards of casework service, in accordance with agency policy, by planning, directing, coordinating, and supervising the work of a large section within the Human Service Division. General supervision is received from the Director of Human Services and supervision is exercised over a number of Case Supervisors. Latitude for exercise of independent judgment in interpretation and implementation of casework policies and procedures is granted. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Establishes casework methods and determine standards and practices;
2. Directs, coordinates, and supervises the provision of human service programs by assigning cases to appropriate units, monitoring work flow, and ensuring equitable caseloads among the units;
3. Reviews case records to monitor and ensure quality, uniformity of work and compliance with state and local regulations;
4. Evaluates the performance of Case Supervisors and reviews the performance evaluations of other subordinate employees;
5. Assists in formulating agency policies and procedures by reviewing state directives and regulations, recommending procedures for implementation;

6. Interprets federal, state, and local policies and programs, develops operational plans, and coordinates procedures between units to ensure that policies are effectively implemented;
7. Compiles statistics to identify trends in the delivery of services, to provide information for preparing budgets and staffing needs;
8. Acts as a consultant for staff by explaining or confirming the meaning of policies, advising on supervisory problems, and giving approval for actions to be taken in unusual situations;
9. Provides input on staff training needs to the Staff Development Coordinator;
10. Prepares special reports as required;
11. Enters all casework activity into a personal computer using a keyboard and retrieves information as needed;
12. 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: Comprehensive knowledge of modern principals of social casework; thorough knowledge of techniques involved in making investigations and case records; thorough knowledge of federal, state and local public welfare and child welfare laws and programs; good knowledge of techniques involved in child placement, including selection and supervision of foster homes and children in foster care; skills in interviewing; 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 establish and maintain successful relationships with people; ability to communicate effectively, both orally and in writing; initiative; good powers of observation; perception and analysis; sensitivity to the reactions of others; good judgment, willingness to work with geriatric clients; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Social Work and two (2) years of full-time paid experience in a supervisory capacity in social casework with a public or private social service agency; OR
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Social Work and three (3) years of full-time paid experience as defined in (A) above, of which two (2) years must have been in a supervisory capacity; OR
- (C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and four (4) years of full-time paid experience as defined in (A) and (B) above, of which two (2) years must have been in a supervisory capacity.

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

REVISED: 9/11/73
REVISED: 3/21/91
REVISED: 4/10/91
REVISED: 3/8/94 vg
REVISED: 3/31/97 CFW
REVISED: 6/15/01 kmg
REVISED: 9/10/03 AG