

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 5, 2024

CASE SUPERVISOR GRADE B

DISTINGUISHING FEATURES OF THE CLASS: The Case Supervisor Grade B provides professional social services work involving responsibility for supervising the activities of Caseworkers administering social service in specified areas or programs in accordance with all applicable laws, rules, and regulations, and agency standards, policies, and procedures. The incumbent may recommend social services policies and procedures and depending on agency needs, they may coordinate the work of various units of the social service program. Under supervision of the Director of Social Services and the Commissioner of Social Services the incumbent supervises a group of caseworkers who render services in a social services program. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists in the formulation of case work or group work policies and procedures;
2. Interprets federal, state and local policies and programs to Caseworkers under their supervision;
3. Supervises case work staff in administering the social services program and in rendering social services to promote the welfare of the client;
4. Discusses difficult cases with Caseworkers and provides necessary consultation;
5. Recommends social services policies and procedures;
6. Maintains cooperative relationships with the family courts and other welfare/service provider agencies in the community;
7. Establishes necessary control for determining staff performance and evaluates performance of assigned staff;
8. Maintains necessary records and prepares reports on casework activities;
9. Interprets the social services program to the community through contacts with citizen and other groups.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern principles and practices of social casework and social group work, and the ability to apply these in the performance of duties; thorough knowledge of federal, state and local social services law and programs; thorough knowledge of techniques of case recording; ability to plan and direct the work of others; 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; initiative and resourcefulness; good powers of observation and analysis; imagination; sensitivity to the reaction of others; emotional maturity; sound professional judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL: One (1) year of permanent competitive status as a Senior Caseworker or three (3) years of permanent status as a Caseworker and/or Caseworker (HELP Program) in the Niagara County Department of Social Services immediately preceding the date of exam. Permanent status as a Caseworker can be any combination of competitive and/or non-competitive.

OPEN COMPETITIVE: Graduation with a Bachelor's Degree and three (3) years of full-time satisfactory paid experience in social work with a public or private social agency adhering to acceptable standards.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.