

DISTINGUISHING FEATURES OF THE CLASS: This is a multi-faceted supervisory position that assists in implementing casework policies and procedures for a unit or units of a social services agency.

Incumbent is responsible for assuring the standards of casework services are in accordance with State and local agency policies and procedures. Work is performed under the general direction of the Director of Services or his/her designee with leeway for independent judgment in performing many of the duties of the position. Incumbent is responsible for the coordination and supervision of the functions performed by the technical, casework and clerical staff assigned to the human services departments.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Directs, plans, coordinates and evaluates the activities of two or more casework units or three or more independent functions, within a Social Services Department;

May Direct, plan, coordinate and evaluate the activities of subordinates in a special program as assigned;

Supervises casework staff in administering the Social Services program and in rendering social services to promote the welfare of the client;

Schedules meetings and confers with assigned unit supervisors or other subordinates;

Assists in the formulation of casework policies and procedures;

Interprets Federal, State and local laws, rules, regulations, policies and programs to Case Supervisors, Senior Caseworkers and Caseworkers under their supervision;

Discusses difficult cases with Case Supervisors, Senior Caseworkers and Caseworkers and provides necessary consultations;

Discusses and explains policy and procedures under the guideline of NYS Rules and Regulation to members, clients and professionals within the community;

Maintains cooperative relationships with the family courts and other welfare agencies in the community;

Assists in the preparation and evaluation of unit plans;

Establishes necessary control for determining staff performance and evaluates performance of assigned staff;

Maintains necessary records and prepares reports on social work activities;

Coordinates the training on policies, procedures and new program regulations;

Participates in the activities of the Review Committee which monitors case intake, transfers, closings, 90 day and 6-month case reviews and monitors compliance of Review Committee decisions;

Recommends Social Services policy and procedures;

Maintains inter-agency contacts and interprets social service programs to the community;

Participates in preparation of the budget, as required;

Designs recruitment programs that attract potential staff who possess the skills and attributes necessary to work in the field. Screens, interviews, hires and may evaluate new staff;

Establishes casework methods, determining standards and practices. Maintains the Division policy manual.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of Federal, State and local public social services laws, rules, regulations and other relevant laws; thorough knowledge of the role of Family Court in Child Welfare; thorough knowledge of the basic principles and practices of social casework; thorough knowledge of current social, economic and health problems and resources available to address these problems; considerable knowledge of public social service administrative principles and practices; ability to plan, direct and organize the work of subordinate professional personnel; ability to maintain records and prepare oral and written reports; ability to express oneself effectively, both orally and in writing; and ability to establish and maintain effective working relationships with associates.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant a Master's Degree in Social Work, Counselling Psychology or a related field and four (4) years of full-time paid experience in casework with a public or private social agency adhering to acceptable standards, two (2) years of which must have been in a supervisory capacity; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant a Bachelor's Degree with a minimum of thirty (30) semester credit hours in the behavioral sciences and six (6) years of experience as described in (A) above, two (2) years of which must have been in a supervisory capacity.

Note: For the purpose of this position, behavioral sciences would include courses in such areas as psychology, sociology, social work and anthropology.

Necessary Special Requirement:

Assignments in Children's Services, Child Protective Services or Adult Services shall require one (1) year of supervisory experience in Child Protective Services, Children's Services or Adult Services in a public or private agency adhering to acceptable standards of casework.

NOTE: Your degree or credits 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. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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