

DISTINGUISHING FEATURES OF THE CLASS: The incumbent assists in implementing case work policies and procedures for the agency and is responsible for assuring the standards of case work services are in accordance with agency policies. Work is performed under the direction of the Commissioner of Health and Family Services or his/her designee with leeway for 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.*

Participates in the formulation, interpretation and implementation of casework policies and procedures;

Interprets and enforces rules and regulations as established by federal, state and local policies and programs to ensure compliance with such guidelines and appropriate delivery of human services to clients;

Supervises the casework staff in administering services to children, adults and families in need of various social services programs, including, but not limited to, state mandates and services promoting and maintaining the safety and welfare of clients at risk and unable to provide for their own personal safety and well-being;

Coordinates casework staff in promoting services to help prevent abuse and neglect and to enhance the ability of families to maintain unity;

Maintains necessary records and prepares reports on social casework activities;

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;

Supervises staff in administering guardianships and fiscal management oversight as in representative payee for clients at risk and unable to provide for themselves;

Provides individual and group training for staff;

Establishes necessary control records for determining and evaluating performance of subordinate staff;

Establishes and maintains cooperative relationships with a variety of state, county and local agencies in the community;

May personally handle the more complex cases in rendering services to clients;

Completes a minimum of fifteen (15) hours of skill building training each year;

May, on occasion, be required to testify in a court of law.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of modern principles and practices of social case work and the ability to apply this knowledge in the performance of duties; good knowledge of federal, state and local public welfare and social services laws and programs; ability to understand and apply legal and policy updates; good knowledge of the techniques of case recording; ability to write clear, accurate and timely records and reports; ability to develop and use computer skills appropriate to the position; ability to plan, direct and supervise the work of others; ability to communicate effectively,

both orally and in writing; good judgment; emotional maturity; and sensitivity to the reactions of others.

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, Counseling, Psychology, Public Administration or a related field and two (2) years of experience as a social worker, counselor or similar experience involving direct public contact in providing human services, one year of which shall 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 in Social Work, Counseling, Psychology, Public Administration or a related field and four (4) years of experience as described in (A) above, one (1) year of which shall have been in a supervisory capacity.

SPECIAL REQUIREMENT FOR APPOINTMENT: *Candidates must possess a valid driver's license.*

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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NYS Civil Service Commission Approval: N/A

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