

## **CASE SUPERVISOR**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a professional position involving the administration, supervision, and coordination of the case management program of a particular human services unit. Responsibilities include program development and implementation, staff training and development, maintenance of standards of case management in accordance with agency policy, and agency representation in the community. Work is performed under the supervision of a higher-level employee. Supervision and training are provided to subordinate staff.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Assists in the formulation of human service case management policies and procedures;
2. Interprets federal, State, and local policies and programs for departmental implementation and application;
3. Serves as a consultant in regard to children's services, long term care services or adult and family services to agency personnel, the community, and the court system;
4. Supervises subordinate staff in the care, protection, placement and supervision of children and adults;
5. Assigns cases and monitors work flow through review of case records, individual and group conferences with subordinate staff, and consultation for the purpose of final decision making;
6. Oversees and participates in the training of staff in areas of case management techniques to ensure compliance with State and local regulations and acceptable practices;
7. Develops and implements training programs for adults, families, foster and adoptive parents, and natural parents to achieve desired goals;
8. Plans, coordinates, supervises and manages the work performed within assigned area of responsibility;
9. Reviews and approves or returns the work of subordinate staff;
10. Monitors performance of subordinate staff, completes performance evaluations, and institutes performance standards in area of responsibility;
11. Serves as liaison to maintain cooperative relationships with community agencies;
12. Communicates and interprets programs and policies to community;
13. Acts as an informal mediator in disputes between subordinate staff and clients;
14. May write petitions for presentation in court;
15. May be required to appear in court as an expert witness with or without legal support;
16. May be required to respond to calls outside of working hours or to substitute for subordinate staff.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of modern principles and practices of social case management and case recording;  
Thorough knowledge of investigation techniques including interviewing procedures and practices;  
Thorough knowledge of Federal and State law, codes, programs and policies concerning the delivery of human services;  
Thorough knowledge of counseling techniques and practices;  
Thorough knowledge of modern principles and practices of supervision;  
Ability to set organizational procedure and policy;  
Good powers of observation, perception, and analysis;  
Ability to recognize the impact of programs upon budget and to work with budgetary limitations;

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Ability to communicate effectively, both orally and in writing;  
Ability to read, understand and analyze complex written information;  
Ability to establish cooperative and effective working relationships with a wide variety of people, including supervisors, subordinates, representatives from other agencies, and clients;  
Ability to plan, direct and supervise the work of others;  
Ability to relate to a potentially difficult client population;  
Ability to act independently and with integrity, tact, patience and good judgement;  
Ability to learn and use computer software packages related to work activities;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

#### **Open Competitive**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Master's degree in social work and two (2) years of full-time paid work experience in social casework in a public or private social agency adhering to acceptable standards;  
OR: (B) Master's degree in a human service field and three (3) years of full-time paid work experience in social casework in a public or private social agency adhering to acceptable standards;  
OR: (C) Bachelor's degree and five (5) years of full-time paid work experience in social casework with a public or private social agency adhering to acceptable standards;  
OR: (D) An equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

#### **Promotion** (DCFS)

Associate's or higher-level degree and:

- EITHER: (A) One (1) year of permanent competitive class status as a Social Welfare Manager I, Assistant Social Welfare Manager II or Supervisor of Special Investigations in the Dutchess County Department of Community and Family Services immediately preceding exam date;  
OR: (B) Two (2) years of permanent competitive class status as a Case Manager II in the Dutchess County Department of Community and Family Services immediately preceding exam date;  
OR: (C) Three (3) years of permanent competitive class status as a Social Welfare Specialist, Welfare Management System Program Assistant or Resource Consultant in the Dutchess County Department of Community and Family Services immediately preceding exam date;  
OR: (D) An equivalent combination of training and experience between the limits of (A), (B) and (C) above.

### **NOTE:**

Social casework is defined as employment in a position that is responsible for the professional assessment of the needs of clients and the ongoing responsibility for arranging, coordinating, monitoring and advocating for appropriate services to specifically meet those needs. Within the Department of Community and Family Services this would include the job titles of Case Manager I and Social Welfare Specialist.

### **SPECIAL REQUIREMENT:**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application,

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and to maintain the position.

HU5204

ADOPTED: 07/23/84 (Case Supervisor - Grade B)

REVISED: 01/15/85

03/22/85

02/20/91

07/26/05

01/15/20