

Case Supervisor (Promotional) Tompkins County

Department: Department of Social Services

Classification: Competitive

Labor Grade: 16

Approved: 11/76 Board Action

Revised: 10/86, 1/90; 5/91, 12/95, 3/05; 9/13; 5/16

By: HH, Commissioner of Personnel

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

This departmental promotion examination is limited to employees of the Tompkins County Department of Social Services who currently hold, and have continuously held, at least one year of full-time or equivalent part-time permanent and/or contingent permanent competitive class status in the title of Senior Caseworker.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

NOTE: All appointees to positions in this title at the Department of Social Services will be required to provide full and complete information concerning their current household composition and an extensive residential address history for the purpose of conducting a mandatory check against the Statewide Central Register database of indicated child abuse or maltreatment.

SPECIAL REQUIREMENTS:

Appointees will be required to possess a valid New York State Driver's License to operate a motor vehicle or otherwise demonstrate the ability to meet the transportation needs of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and supervisory position involving responsibility for assisting the Director of Services in planning and directly supervising the work of the case work staff in one of the services units at the Department of Social Services. The work is performed under the general supervision of the Director of Services with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Supervision is exercised over Senior Caseworkers, Caseworkers and other subordinate staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists in the formulation of Case Work or Group Work policies and procedures;
- Interprets, implements monitors and provides training to staff in compliance with Federal, State and local casework policies and programs related to the provisions of services;
- Supervises Case Work Staff in administering the Social Services Program and in rendering Social Services to promote the welfare of the client;
- Discuss cases with Caseworkers and provides necessary consultation including, but not limited to, assistance in case planning, decision making, resource utilization, time management and prioritizing case activities;
- Recommends Social Services policy and procedures;
- Maintains cooperative relationships with the family courts and other welfare agencies in the community;
- Establishes control for determining staff performance and conducts all required employee evaluations;
- Monitors staff compliance with state and local personnel policies and procedures;
- Assists staff in gaining competency with Social Service department automated system requirements and reports and monitors performance for completion and accuracy in this area;
- Regularly and routinely reviews case records for compliance with regulations and evidence of good casework practice;
- Maintains necessary records and prepares reports on Social Work activities;
- Interprets the Social Services program to the Community through contacts with citizen and other groups;
- Works as liaison on group or team assignments such as PINS;
- In an emergency, authorizes services and works as a back up for absent Caseworkers.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of modern principles and practices of social casework and case management;
- Thorough knowledge of Federal, State and local Social Service laws and programs;
- Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group work to the duties of the position;
- Working knowledge of automated systems as they relate to the work of the department;
- Ability to plan and direct the work of others;
- Ability to establish and maintain successful relationships with people;
- Ability to interpret the work of the agency;
- Ability to operate a computer terminal;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation.