

CLASS SPECIFICATION FOR
Casework Supervisor

GENERAL STATEMENT OF DUTIES: Performs supervisory duties in planning and directing a group of Social Workers or Employment Services Workers; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The supervisory duties of this class distinguish it from the journeyman Social Worker or Employment Services Worker classes. The major portion of the incumbent's time is spent in training, leading and developing the abilities of a group of workers to the end of planning, implementing, advancing and monitoring service programs. Subject to administrative review, the incumbent makes final approvals and decisions pertaining to casework treatment. Receives general supervision from the Assistant Director of Social Services.

EXAMPLES OF WORK (illustrative only):

- Assigns cases to employees and schedules work according to priority;
- Holds individual and group conferences to review cases and problems;
- Maintains necessary records and prepares regular and special reports as required;
- Interprets regulation, policy and bulletin changes for employees;
- Reviews social service or case management plan and guides employees in their implementation;
- Provides administrative and programmatic supervision to case management staff;
- Oversees quality assurance of case management services with all related programs;
- Develops written guidelines and procedures for the delivery of case management services;
- May assist Assistant Director in interviewing and selecting personnel;
- Conducts both long- and short-range program planning;
- May conduct in-service training for other agency staff;
- Meets with community groups to discuss programs and resources;
- Trains new and current employees on individual work assignments;
- Evaluates new procedures and techniques and encourages employees to develop suggestions for improving methods and procedures;
- Speaks to dissatisfied clients and handles difficult case situations;
- Holds regular conferences with supervisor, who is informed of the general status of cases, problems and trends;
- Completes performance reviews;
- Develops and maintains cooperative relationships with ancillary agencies;
- Prepares special and regular reports;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of current social, economic and health concerns; extensive knowledge of casework philosophy, methods and practices; extensive knowledge of individual and group behavior; extensive knowledge of one or more of the following: child welfare, adoptions, job development and job coaching or adult welfare; thorough knowledge of the literature in the field of social work or of special methods of treatment of such problems as mental illness, mental retardation, alcoholism and delinquency; considerable knowledge of methods of casework supervision and of staff development practices; ability to work effectively with others and to aid them to grow in the constructive use of their capacities; ability to work independently and to supervise and train others to deal effectively with the public; ability to plan and manage work effectively; ability to communicate effectively orally and in writing; ability to interpret laws, policies, and regulations and to make decisions based thereon. (Note: The nature of the division to which assigned determines the relevant knowledge, skill and ability requirements.)

MINIMUM EDUCATION AND EXPERIENCE: Possession of a master's degree in social work and one (1) year of work experience directly related to the position to be filled; OR, a master's degree in a related field, such as sociology, psychology, or other behavioral science, and two (2) years of social work experience; OR, a bachelor's degree plus one (1) year of successful work experience in social casework in a recognized agency substituted for each year of the two-year graduate training program; OR, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENT: Candidates for specified position may be required to hold or be qualified to work toward licensure or accreditation in the appropriate discipline.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.