

UNIT SUPERVISOR (Social Services)

DISTINGUISHING FEATURES OF THE CLASS: The work involves supervising caseworkers providing social services to individuals and/or their families in a specified service area or program including children services, general family services or child protective services. The work is carried out in accordance with Federal, State and local policies and procedures. Work is performed under the general supervision of a Case Supervisor with broad leeway permitted in directing, coordinating and meeting the work objective of the Unit. Supervision is exercised over the casework, para-professional and clerical staff assigned to the Unit. A Unit Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Screens referrals of cases coming into the Unit and assigns cases to staff on basis of each workers present caseload, special interests, strengths and weaknesses;
- Conducts case conferences with workers discussing specific approaches, goals to be attained and what needs to be done by the worker and client to reach the goals;
- Conducts staff meetings to explain evolving administrative requirements, rules or regulations and to discuss thoughts and feelings within the group concerning problems of the Unit;
- Reviews workers case records, letters and reports;
- Trains and assists in the training of Unit workers;
- Attends supervisors' meetings to learn of new or modified rules, regulations or procedures, makes suggestions and discusses agency service delivery;
- Maintains cooperative relations with community agencies and other units of the social service agency;
- Evaluates Unit staffs strengths, weaknesses and potentials and discusses evaluations with workers;
- Prepares monthly report of Unit's activities, including tallies of client services performed in various categories.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of current social problems and their effects on individuals, groups and society; thorough knowledge of the principles and practices of social casework; good knowledge of the principles of personnel supervision; good knowledge of human development and behavior; good knowledge of laws, regulations, rules, procedures and policies as they relate to social casework; ability to plan and coordinate the work of others; ability to identify and set priorities; ability to communicate effectively both orally and in writing; ability to match workers skills to case requirements; good powers of analysis; tact; emotional maturity and stability; good judgement.

MINIMUM QUALIFICATIONS:

Possession of a Bachelor's Degree and three (3) years of social work or social casework experience.

NOTE: Your degree 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 was awarded by an educational institution outside 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 New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR DEPARTMENT OF SOCIAL SERVICES: New hires will be required to submit to and pass a pre-employment Staff Exclusion List (SEL) check and a State Central Register (SCR) background check due to access and exposure to child abuse and maltreatment records.

CATTARAUGUS COUNTY CIVIL SERVICE

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