

## SUPERVISOR OF CASEWORK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for supervising, directing, and coordinating casework staff who provide necessary social services to applicants or recipients of public and medical assistance and child welfare services, as well as services for homeless adults and children, and adults and children receiving or needing institutional care. Incumbents are also responsible for ensuring that services provided by staff are timely and in accordance with existing laws, rules and regulations; training new staff, and conferencing with workers regarding cases and any problems that may exist. The responsibilities of this position are broad in scope and are performed with independence and may involve the coordination of a variety of administrative responsibilities. Duties require proficiency in both the Spanish and English languages, providing interpretive and information services. Supervision is exercised over a number of caseworker and clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises casework services for both English and Spanish Speaking clients requiring skills in communicating orally and in writing in both the Spanish and English languages;

Supervises caseworkers in an assigned unit by assisting workers in establishing priorities, setting and clarifying goals and objectives, and monitoring case progress to ensure that services are provided in a timely manner and in compliance with all pertinent laws, policies, procedures, and casework practices;

Receives and screens incoming referrals to ensure the proper assignment is made;

Conducts individual or group conferences to discuss worker case assessments and follow-up plans in order to improve worker skills and knowledge, and to ensure that the full range of departmental services are offered to the client;

Trains new workers, provides ongoing training for experienced workers, and monitors the progress of both;

Evaluates staff performance including decisions regarding permanency, annual appraisals, disciplinary actions, recommendations for promotions, etc.;

Prepares statistical reports to measure and summarize case activity, identify trends, predict future needs, and monitor provision of services;

Establishes and maintains a community network with service providers to assure the best possible service for the client, while adhering to departmental policies and procedures;

Maintains communication with other units and divisions within the Department of Social Services, other County departments, and community agencies to ensure efficient and effective delivery of services;

May approve financial expenditures in such areas as foster care, housing and special needs for clients and/or children;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Participates in the development of policies and procedures for area of assignment; reviews agency policies and procedures on an ongoing basis in order to keep workers informed of any changes;

Evaluates, plans, monitors and initiates corrective action measures to address case management issues, service delivery, programmatic issues, etc.;

Participates in in-service training programs to develop skills and keep abreast of the field of Social Services;

Handles correspondence, reports, and special projects, as assigned;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of social casework; thorough knowledge of the Social Services Department policies relating to Title XX Social Services Programs and Medical Assistance; good knowledge of modern principles of supervision and management; good knowledge of applicable Federal, State, and local laws, regulations, rules, policies and procedures governing assigned service areas; good knowledge of the principles and practices of individual and group behavior; knowledge of social institutions and the aims and methods of public and private social agencies; knowledge of the nature and cause of social maladjustment; skill in interviewing, writing, speaking and recording; ability to work effectively and with sensitivity in providing assistance to Social Service clients; ability to establish and maintain effective relationships with others; ability to understand and work within legal frameworks; ability to represent the Department with the client, in the community, and in Court; ability to plan, coordinate, direct and evaluate the work of others; ability to maintain objectivity in dealing with others who may be under emotional stress; ability to delegate; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; emotional maturity; leadership; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and either: (a) a Master's Degree\* in Social Work and two years of experience where the primary function of the position was performing social casework duties; or (b) three years of experience as stated in (a).

SPECIAL REQUIREMENTS:

1. Candidates must receive a satisfactory clearance issued by the New York State Central Register of Child Abuse and Neglect and Maltreatment and must consent to a background investigation in accordance with provisions of the Child Abuse Prevention Act of 1985 and State Social Services Law.
2. Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.