

**SOCIAL SERVICES OCCUPATIONAL GROUP [249]****SUPERVISOR I (SOCIAL SERVICES)****General Statement of Duties and Responsibilities**

Under general supervision, with latitude for independent action and decision making, supervises a group of social service staff providing services to clients/patients, such as recipients of public assistance, food stamps and/or medical assistance, adults receiving or needing institutional care or protective services, and homeless adults/families; or assists in the effectuation, monitoring or evaluation of service delivery programs or of operations auxiliary to such programs; performs related work.

**Examples of Typical Tasks**

Supervises a unit of social service staff engaged in providing referral, assessment, monitoring, follow-up and coordination of concrete social services. Provides guidance to staff regarding assigned cases.

Assigns cases, reads, analyzes and reviews case records to ensure completeness and conformance with documentation requirements and attention to client specific needs and requirements.

Ensures the unit's work is completed efficiently and effectively; maintains structured administrative controls to achieve productivity standards; ensures work performed is in compliance with Federal and State Laws as well as agency rules, regulations and guidelines.

Conducts individual, group and training conferences/sessions with staff.

Attends and participates in administrative conferences as well as unit and other staff meetings, conducted in departmental offices and elsewhere.

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**SUPERVISOR I (SOCIAL SERVICES)** (continued)

**Examples of Typical Tasks** (continued)

Handles emergencies and special problems.

Ensures that staff reports all cases of suspected child abuse and neglect to the New York State Central Registry.

Trains staff in the general policies and procedures of the agency, techniques to be used, and services provided by the agency.

Participates in the formulation, development and administration of training programs, and conducts training, when assigned.

Participates in the evaluation of child care programs conducted by private agencies.

Prepares and maintains written documentation and computer records; makes surveys and prepares reports.

Maintains cooperative relationships with community social service agencies.

May be assigned to perform social service work in shelters, city institutions or social service centers.

May participate in planning, development, administration and evaluation of social service programs.

May disseminate information about programs and agency resources to the public, social workers, hospitals, etc., including information about services available to clients and program participants from other agencies and community resources.

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CODE NO. 52311

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SUPERVISOR I (SOCIAL SERVICES) (continued)

Qualification Requirements

A baccalaureate degree from an accredited college and one year of full-time satisfactory social casework experience.

Direct Lines of Promotion

From: Caseworker (52304)

To: Supervisor II (Social Services) (52312)