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OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services

Case Supervisor Grade B

$61,079 - $72,474

DATED: November 18, 2026

LAST DAY FOR FILING: December 3, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: The Grade B Supervisor ensures the provision of professional social services work to department of social services clients in accordance with laws, regulations, and policies. The Case Supervisor Grade B is the principal supervisor, and is responsible for standards of social services in accordance with agency policy and for recommending social services, policies and procedures. Activities include the assessment, determination and recommendation of the need for service, and the formulation and carrying out of plans to meet the individual needs of cases assigned. The Grade B Supervisor must supervise senior caseworker(s) to ensure that they have gained an expertise to handle complex problems and situations and can assist in the supervision of subordinate staff. The Grade B Supervisor with the assistance of the Senior Caseworker ensure that subordinate workers are trained and in compliance with regulatory standards. Both must be able to take action to correct performance issues. Trains and supports subordinate staff to perform varying shifts of on-call services 24 hours per day 7 days per week. Must have flexibility of schedule to meet individual case needs, and extra hours/overtime may be required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists in the formulation of case work or group work policies and procedures; recommends social services policy and procedures as related to the full organization and interrelations;
- Interprets Federal, State and local policies and programs to staff under his/her supervision;
- Supervises Senior and caseworker staff in administering the social services program and in rendering social services to promote the welfare of the client;
- May interviews applicants and persons referring cases of children needing care, supervision or services and/or supervise staff performing the activity;
- Assesses the background and need for safety/risk reduction for children referred, securing information from the child, the family, relatives, schools, churches, family courts and other agencies;
- Supervises and/or accompanies staff on home/field visits to applicants/service providers to ascertain the need for services and assess safety/risk of harm to children and implement safety/risk reduction plans as needed;
- Maintains cooperative relationships with the family courts and other welfare agencies in the community; and interprets the social services program to the community through contacts with citizen and other groups;
- Ensures recommendations and/or referrals to other agencies are complete to carry out plans to meet the needs of individuals or families; and ensures necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other agencies are documented;
- Ensures the development of involved or complex social histories and a plan of treatment which is the basis for delivery of the services; discusses difficult cases with staff and provides necessary consultation;
- Provides direct supervision to Senior Caseworker(s) and caseworkers in assessing, formulating service plans and follow through until case resolution as well as work organization plans;
- Focuses on good faith, diligent efforts to meet permanency plans of children with urgency; and plans with parents and relatives for the care of children and safety, permanency and well-being of children in the reestablishment of the home;
- When out of home placement is necessary, determines the least restrictive setting where the child's needs can safely be met;
- Supervises staff to find homes interested in caring for children; studies and evaluates homes desiring to care for children at board, at wages, or on a free or adoptive basis and recommends boarding homes for certification or approval;
- Reviews cases as required and/or as needed for safety planning to determine changes in client

situation affecting the need for service;
- Completes legal activities and complies with actions required in court systems, and attends court as needed;
- Administers the work of the unit including meeting regulatory requirements within required timeframes; and maintains necessary records and prepares reports on social work activities;
- Requires the use of a PC or similar computer equipment requiring the manipulation of a standard alphanumeric keyboard in preparing case files, written letters and reports, court documents, etc. Required use of NYS computer programs such as Connections and local county technology;
- Establishes necessary control for determining staff performance and evaluates performance of assigned staff; and makes corrective action plans;
- Performs related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of modern principles and practices of social casework and social group work and the ability to apply these in the performance of his/her duties; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of techniques of case recording; ability to plan and direct the work of others; ability to prepare clear and accurate records and reports and to enter such records and reports, and other original source documents, in PC or similar computer equipment; ability to establish and maintain successful relationships with people; ability to interpret the work of the agency; initiative and resourcefulness; good powers of observation and analysis; sensitivity to the reaction of others; emotional maturity; judgment; tact.

PROMOTIONAL QUALIFICATIONS: Candidates must be permanently employed in the Otsego County Department of Social Services in the competitive class and have three (3) years permanent status as a Senior Caseworker.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited college or university with a Bachelor's Degree or higher; AND

(a) Three (3) years of full time satisfactory paid experience as a Senior Caseworker in a local social services agency in New York State; OR
(b) Five (5) years of full time satisfactory paid experience as a Caseworker in a local social services agency in New York.

SPECIAL REQUIREMENTS: A valid New York State driver's license and acceptable driving record is required at time of appointment and must be maintained during employment; or must be able to satisfy the travel requirements of the position throughout employment.

Applicants will be required to undergo a New York State background check through the Justice Center and State Central Registry for child abuse and neglect to determine suitability for appointment. Failure to meet the standards for the background check may result in disqualification.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov