

## **Case Supervisor Grade A - Promotional Tompkins County**

**Department:** Department of Social Services  
**Classification:** Competitive  
**Labor Grade:** 17  
**Approved:** 6  
**Revised:** 10/07; 9/13; 1/2026  
**By:** HH, Commissioner of Personnel  
**BBP Risk Factor:** No risk

### **QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:**

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Department of Social Services. Applicants must currently hold and have continuously held at least four (4) years of competitive class status as a Case Supervisor.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

NOTE: All appointees to positions in this title at the Department of Social Services will be required to provide full and complete information concerning their current household composition and an extensive residential address history for the purpose of conducting a mandatory check against the Statewide Central Register database of indicated child abuse or maltreatment.

### **ADDITIONAL REQUIREMENT:**

Candidates must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is an administrative and supervisory position involving responsibility for planning and supervising the work of the services staff in the Department of Social Services, which includes coordinating and supervising the work of several units or sections of the agency. The Case Supervisor Grade A recommends casework and group work policies and procedures for the agency and is responsible for social service standards in accordance with agency policy. The Case Supervisor Grade A is responsible for day to day operations of services and compliance with federal, state, and local requirements which may include child protective services, foster care, preventive and adoption services. This work will involve supervising cases where child safety decisions are being made on a daily basis. As such, it is important that candidates for this position have experience supervising child protective services. The work is performed under the general direction of the Director and involves direct supervision over the work of Case Supervisors Grade B and other subordinate staff as required. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Routinely supervises cases where child safety decisions are made;
- Establishes casework methods and determines standards and practices;
- Supervises social services staff in administering and rendering services;
- Interprets Federal, State and local policies and programs;
- Maintains cooperative relationships with other units and sections of the agency, through administrative channels;
- Evaluates staff performance including staff performance and program performance in meeting federal, state, and local requirements including child protective, foster care, preventive, and adoption;
- Participates in social work research projects;
- Establishes and maintains necessary working relationships with various social work and community agencies;
- Maintains cooperative relationships with Family Courts and other child welfare agencies;
- Prepares or directs the preparation of reports;
- Interprets agency programs to the community through contacts with citizens and other groups;
- Responsible for development and implementation of both State and local plans for service delivery and determination of service need;

- Monitoring performance of contracted providers;
- Identifies staff training needs;
- Conduct training sessions.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of modern principles and practices of social casework and group work;
- Comprehensive knowledge of Federal, State and local social service laws and programs;
- Good knowledge of the techniques of case recording and applying modern principles and practices of social casework and group work to the duties of the position; case recording;
- Ability to plan and direct the work of others;
- Ability to prepare clear and accurate records and reports;
- Ability to establish and maintain good relationships with others;
- Ability to interpret the work of the agency;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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