

## RETENTION SERVICES SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent is responsible for coordinating, supervising and participating in providing a wide variety of services to support job retention by agency customers who have gained employment. The work involves supervising and participating in broad and complex case management duties that encompass all services provided by DSS as well as other agencies. These include but are not limited to issues involving vocational training, financial assistance, child support, child welfare, day care, homemaker services, transportation, etc. Services are available seven days per week, twenty-four hours per day, and the incumbent is expected to be available for emergency response on an "as needed" basis. Substantial travel between the employer's location, the customer's residence, school, or any appropriate site is required on a daily basis. The responsibilities of this position are broad in scope and are performed with independence and involve the coordination of a variety of administrative responsibilities. Supervision is a responsibility of this. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises Retention Services staff by assisting 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 practices;

Receives and screens incoming referrals to ensure that 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 full range of services are offered to the customer;

Trains new staff members to achieve a level of job knowledge to perform the job functions, and trains and instructs all staff in new or revised regulations and/or policies and procedures, and ensures that all necessary changes are implemented;

Supervises the maintenance of all required records including current case data in automated management systems;

Participates in establishing procedures for the intake, assignment and control of cases;

Makes emergency assignments and provides technical assistance to workers providing emergency services;

Maintains cooperative relationships with other units and sections of the agency through administrative channels;

Maintains contact with community groups and other agencies;

Leads and participates in interventions with employers to avert situations that may result in loss of employment;

Provides technical supervision to Retention Workers in carrying out their assignments;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Refers customers to skills enhancement training, coordinates as necessary;

Leads and participates in follow-ups to determine progress within educational program;

Arranges for customers to access any necessary support services within the community;

Interacts with school officials when education-related problems arise with children in the family;

Assists customers in complying with DSS reporting requirements necessary to establish or maintain eligibility for benefits;

Coordinates with other service programs to provide assistance related to housing; eviction/relocation; substance abuse; youth services; child and elder day care; transportation; probation and legal aid, etc.;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of available community resources for providing support in employment retention; thorough knowledge of the methods and techniques of interviewing and counseling for the purpose of supporting employment retention and realistic occupational choice; thorough knowledge of the principles and practices of social casework; good knowledge of the sociological and psychological aspects of family life and family inter-relationships with particular reference to the influence of the family problems; good knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance; good knowledge of the department's policies as relates to the provision of services; good knowledge of federal, state, and local social services laws and programs as they affect eligibility for financial assistance; familiarity with other laws and programs as they affect eligibility, such as Workers' Compensation, Social Security and Unemployment Insurance; good knowledge of the principles and practices of supervision; familiarity with federal and state laws and programs relating to the granting of services; skill in interviewing, writing, speaking and recording; ability to plan and supervise the work of others and evaluate their performance; ability to help others help themselves in social adjustments; ability to establish and maintain successful relationships with agency customers; ability to assess situations and be able to develop service plans; ability to observe and analyze a social situation critically and without emotional involvement and largely based on interviews; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; resourcefulness; good judgment; emotional maturity; tact; neat appearance; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and either: (a) three years of professional social casework experience; or (b) three years of experience in the examination, investigation, or evaluation of requests for financial

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: (Illustrative Only) (Cont'd.)

entitlements or eligibility, which includes interviewing for evaluative and assessment purposes; or (c) three years of experience in personnel interviewing, employment counseling, recruitment, placement, job development, manpower planning or training; or (d) a satisfactory equivalent combination of training and experience as defined by the limits of (a) through (c).

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree\* in Social Work, Business Administration, Public Administration, Manpower Planning, Human Development, Psychology, Personnel Administration or a closely related field may be substituted for one year of the above stated experience.

SPECIAL REQUIREMENTS:

1. Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment.

2. Candidates must receive a satisfactory clearance issued by the New York State Central Register of Child Abuse and Maltreatment and must consent to a background investigation in accordance with the provisions of the Child Abuse Prevention Act of 1985 and New York State Social Services Law.

\*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.

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J.C.: Competitive  
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Job Class Code:  
Job Group: XI