

Department: Social Services
Classification: Competitive
Grade: 14

SPEC DISK B2
DOCUMENT 54

CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing social work services for individuals and/or their families, including children, to assist them with their economic, emotional, social and environmental difficulties. Work is performed under the close supervision of a Supervising Caseworker, with in-service training provided through the agency's staff development program. A Caseworker, in consultation with the supervising worker formulates and carries out plans to meet the individual problems of the cases assigned. The incumbent does related work as required.

Note: *In compliance with OSHA, this position has a potential risk of exposure to bloodborne pathogens (blood/body fluids).*

TYPICAL WORK ACTIVITIES: *(Illustrative only)*

Formulates and carries out plans to meet the needs of the individuals or family;
Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
Studies the background and need for care of children referred, securing information from the child himself, the family, relatives, schools, churches, family courts and other agencies;
When foster care is necessary, determines whether the child's needs can best be met in an institution or a foster family home;
Plans with parents and relatives for the care of children and re-establishment of the home;
Establishes a relationship with individuals and families to persuade them to avail themselves to recommended social services;
Identifies the need for services through in-depth discussions with clients;
Maintains liaison with various individual agencies to which individuals and families can be referred for services;
Works closely with other staff personnel such as homemakers in carrying out the plan for services;
Reviews existing case records for available information for use in formulating a plan of treatment;
Periodically reviews cases to determine changes in the individuals or families situations affecting need for services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of Federal, State and local Social Services laws and programs; ability to establish and maintain successful relationships with people; imagination; sensitivity to the reactions of others; good powers of observation and analysis; initiative; tact; emotional maturity; good judgment; physical condition commensurate with the demands of the position.

PROMOTION QUALIFICATIONS:

Three (3) years of permanent competitive status as a Social Services Worker or one (1) year of permanent competitive status as a Sr. Social Services Worker or Sr. Support Investigator within the Social Services Department.

MINIMUM QUALIFICATIONS:

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree.

(B) Graduation from a regionally accredited or New York State registered college or University with an Associate's degree and 3 years of experience providing Human Services to the public.

SPECIAL REQUIREMENTS:

Possession of a valid New York State Driver's license at the time of appointment.

Revised: 9/7/2021

Revised: 12/24/2021