

CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: This is a professional casework position involving 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. The Caseworker formulates and carries out plans to meet the individual problems of the cases assigned. The work is performed under general supervision but incumbents may make unaccompanied visits to individuals who may have emotional, and/or psychiatric histories. A Caseworker may also make unaccompanied visits to individuals with criminal histories. Supervision over the work of others is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Formulates and carries out plans to meet the needs of the individual or family and routinely reviews progress/deficiencies with supervisor;

Provides casework 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 client referred, securing information from the client him/herself, the family, relatives, schools, medical practitioners, attorneys, churches, family courts and other agencies;

Makes home visits to evaluate the home environment and monitor progress toward achieving goals;

Determines how client's needs can best be met;

Visits houses of clients, their relatives, institutions or other agencies and coordinates the delivery of services;

Appears in court as child or adult advocate or as a witness;

Establishes a relationship with individuals and families to persuade them to avail themselves of recommended social services;

Identifies the need for the services through in-depth discussions with clients;

Maintains liaison with various agencies to which individuals and families can be referred for services;

Works closely with other staff personnel such as homemakers and parent aides in carrying out the plan for services including providing transportation as needed;

Reviews existing case records for available information for use in formulating a plan of care;

Periodically reviews cases to determine changes in the individual's or family's situations affecting need for service;

Prepares a variety of reports for case records, courts, referrals;

Responds to emergency calls and requests for aide in shelter, food, medical and/or abuse or neglect situations;

Makes assessment of risks and provides crisis intervention when the conditions justify direct action or intervention;

Assesses needs for and arranges support services that may be needed for clients being served;

Facilitates client's referral to needed services;
May provide casework counseling in a number of areas, i.e., long term care, health and social disability support services, environmental safety, benefits, rent subsidies, nutrition services, medical insurance, medical, food stamp, public assistance benefits, financial management and parenting.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and local Social Service laws and programs;
Good knowledge of local community service agencies and their programs;
Ability to maintain successful relationships with people both within and outside the agency;
Ability to counsel individuals in the areas of economic, social, emotional and vocational problems;
Ability to observe and analyze;
Ability to prepare and maintain records and reports;
Ability to operate a computer terminal for the entry or retrieval of data;
Ability to perform close, detail work involving considerable visual effort and strain;
Sensitivity to the reactions of others;
Tact and courtesy;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree and either:

- A) One year of experience in social casework in a public or private agency adhering to acceptable standards; OR
- B) Two years of experience as a Registered Professional Nurse that included case management as a primary function of the job.

SPECIAL REQUIREMENT:

Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.