

CASEWORKER ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional position supporting the work of Senior Caseworkers, Caseworkers and other professional staff. Responsible for performing some of the services which help individuals or families with their economic, emotional, social, or environmental needs as part of their plan of care. Duties also include performance of a variety of clerical, financial, and related office tasks. Works under the direct supervision of a higher-level staff member. Supervision of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Assists in the gathering of background information on the need for services for individuals and families; Assists clients in completing necessary forms and in obtaining eligibility information; Assists services staff in obtaining client medical records, school records, health-related information, financial records, and other pertinent information; Assists in the preparation of a variety of reports, summaries, case notes, and court documentation including the redaction of confidential information; Provides unit coverage by answering incoming calls; Transports clients for necessary appointments, which may include responsibility for care of young children during such transports; May testify in family court or fair hearings; Performs various clerical duties, such as filing, copying, scanning, and data entry into various electronic digital platforms.

ENTRY LEVEL, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Working knowledge of economic, emotional, social, and environmental factors that affect clients and their families; Good knowledge of interviewing principles and techniques; Ability to establish and maintain effective helping relationships with clients and families; Good powers of observation; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Sensitivity and empathy for the poor, underprivileged, and persons with complex needs; Ability to maintain objectivity in emotional situations; Emotional maturity and stability; Good judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered two-year college or university with an associates degree; OR
- B. Graduation from high school or possession of a high school equivalency diploma and 1 year of clerical experience.

NOTE: Possession of a valid New York State driver's license is required at time of appointment and must be maintained during employment.

Adopted 11/21/25

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