

CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: Provides professional casework services to clients and their families to enhance their ability to cope with and resolve economic, emotional, social, and environmental problems. The work requires the exercise of sound professional judgment in assessing clients and their families, identifying problem areas, and developing and implementing an appropriate service plan. Incumbents must be able to work and stay calm in stressful situations, particularly those requiring crisis intervention. The work is performed in consultation with and under the direct supervision of a higher-level caseworker or other supervisory or administrative staff. Supervision may be exercised over the work of non-professional, paraprofessional and/or clerical staff. Incumbents receive ongoing in-service training in applicable laws, regulations, and social casework practices and procedures. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews clients, family members, and others to gather information related to economic situation, emotional state, social relationships, personal characteristics, education and employment information, living arrangements, etc.; Reviews existing case records and consults with agency staff to obtain additional background information; Consults with other service agencies who may be involved with clients and their families; Evaluates available information and identifies the need for services; Formulates a service plan to meet the needs of the client and their family; Consults with supervisor on the relative appropriateness of service plans; Discusses relevant portions of service plan with client and family and establishes a relationship with them to persuade them to cooperate and participate in the plan; Provides counseling to motivate the client and their family and to increase their capacity and confidence in their ability to handle problems; Works closely with other staff members and other service providers in carrying out the service plan; Monitors progress of client and family and conducts regular and special case reviews to determine the effectiveness of the service plan and the need for modification, deletion and/or addition of services; When foster care of a child is indicated, makes a recommendation as to what type of foster care would best meet the needs of the child; Works with the child's family in order to return a child in foster care to his or her home as soon as circumstances and conditions permit; May conduct investigations of child abuse and neglect; Prepares precise, detailed records and reports; Operates a computer to enter and retrieve information; May be required to testify in a court of law or administrative hearing and assists in preparations for such hearing or trial; Responsible for periodic on-call coverage at night and on weekends to handle all types of social service emergencies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of relevant Federal, State, and local laws, regulations, and procedures; Good knowledge of social casework principles and practices; Good knowledge of economic, emotional, social, and environmental factors that effect clients and their families; Good knowledge of interviewing principles and techniques; Ability to prepare precise, detailed reports; 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 severe problems; Ability to maintain objectivity in emotional situations; Emotional maturity and stability; Good judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation with a bachelor's degree and one year of experience in social casework in a public or private agency adhering to acceptable standards.

NOTE: Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

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

NOTE: A Bachelor's Degree in Human Services is preferred. Human Services are defined as social work, psychology, early childhood development, mental health, developmental disabilities, gerontology, or related field.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Revised 12/22/89; 6/12/96; 7/1/98; 11/29/99; 6/15/10; 8/21/13; 1/19/18; 7/14/23
Reviewed 8/17/01; 6/10/04; 7/27/21