

CASEWORKER (FRENCH-CREOLE SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is professional-level casework of a moderately difficult nature which involves managing cases in order to provide social services while having responsibility for the well-being of primarily French-Creole speaking clients, including financial management. The work is distinguished from that of a Caseworker in that some of the duties performed in this position require the incumbent to possess speaking and reading ability in French-Creole at the fluency level indicated below in the Notes. Supervision is received from a higher-level casework professional. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews case records, interviews clients, contacts clients' family and/or friends and speaks with other individuals who might provide additional information in order to identify individual and/or family problems and needs;

Meets with clients to formulate service goals and objectives and makes revisions of same when appropriate;

Arranges for or directly provides a variety of services to clients in order to ameliorate circumstances or protect individuals who are unable to protect their own interests;

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

Maintains liaison with community organizations and provider agencies in order to secure services for clients or make referrals, if necessary;

Consults with legal, medical, psychiatric and other professionals to ensure the formulation of meaningful service plans;

Updates case records, writes letters and referrals and completes forms and reports in accordance with local and state regulations;

Finds, studies and evaluates foster homes, boarding homes, adoptive homes and other forms of residential care;

Enters service-related information into a computer terminal and retrieves information as needed;

May provide testimony and accompany clients to court and other hearings;

May attend workshops and training sessions designed to enhance casework skills.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of social casework; working knowledge of Federal, State and local public welfare laws and programs; working knowledge of the techniques of case recording; working knowledge of interviewing and investigation techniques; ability to establish and maintain successful relationships with people; ability to prepare reports; ability to speak, read and understand colloquial French-Creole and to translate into acceptable English.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree that included or was supplemented by at least eighteen (18) credits in Social Work, Psychology, or comparable curriculum; or
2. A Bachelor's degree and one (1) year of social casework experience with an agency adhering to acceptable standards, and/or counseling experience, and/or clinical or school social work experience; or
3. A Master's degree in Social Work shall be fully qualifying.

(over)

NOTES:

1. All experience indicated in #2, above, shall be professional-level experience and must have been gained after completion of the Bachelor's degree.
2. Incumbents are expected to possess a Level III proficiency in French-Creole (as defined by the Examinations Division of the State of New York Department of Civil Service)* which requires that the incumbent: be able to use the language fluently and accurately on all levels normally pertinent to professional needs; can understand and participate in any conversation within the range of their own personal and professional experience with a high degree of fluency and precision of vocabulary; can respond appropriately, even in unfamiliar situations; can handle informal translation from and into the language; with occasional use of a dictionary or grammar can readily read difficult prose intended for the general reader, and specialized materials in their own area of expertise.

SPECIAL REQUIREMENT: Possession of a valid motor vehicle license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

*French-Creole is a language that is derived from a combination of French and Creole. This language uses French vocabulary with West African syntax and is spoken predominately in countries in the Caribbean such as Haiti and, through immigration, in countries such as the United States and Canada.