

CASEWORKER

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 to, and having responsibility for, the well-being of clients, including their financial management. Supervision is received from a higher-level casework professional. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews case records, contacts and interviews clients, family and/or friends and speaks with other individuals who may 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 when appropriate;
Arranges for or directly provides a variety of services to clients in order to improve their circumstances or protect individuals who are unable to protect their own interests;
Conducts in home visits to evaluate the home environment and to monitor progress towards achieving goals;
Conducts time sensitive field visits including in home, school, hospitals, etc. and transports clients to court, medical appointments, interviews, etc.;
Acts as a 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;
Locates, studies, and evaluates foster homes, boarding homes, adoptive homes and other forms of residential care;
Enters service-related information into a computer 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 technique of case recording; working knowledge of interviewing and investigative techniques; ability to communicate effectively both orally and in writing; ability to establish and maintain successful relationships with others; ability to prepare reports.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher that included or was supplemented by at least eighteen (18) credits in human or behavioral sciences (e.g., Social Work, Psychology, Sociology, Criminology, Counseling, Education) or comparable curriculum; or
2. A Bachelor's degree or higher and one (1) year of social casework* experience and/or counseling, mental health or education** experience, or criminal justice casework***.

NOTE: All experience indicated in #2, above, shall be paid professional-level experience and must have been gained after completion of a Bachelor's degree. Unpaid experience, such as internships, externships, and/or volunteer experience, shall not qualify.

SPECIAL REQUIREMENTS: When employed in the Office for the Aging or any other department other than the Department of Social Services:

Possession of a valid driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

When employed in the Rockland County Department of Social Services:

1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.
2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-A). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.

*Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews, and referrals of needed services. Social casework does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

**Education experience is defined as experience gained while in a credentialed teacher position, performing work as a guidance counselor, social worker, or mental health counselor in a school-based setting.

***Examples of criminal justice casework includes individuals working as a Probation Officer or Probation Assistant, or Investigators or support staff working in a Police Department, District Attorney's Office, or Public Defender's Office.