

SENIOR 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, including those of a difficult nature, while being responsible for the well-being of primarily French-Creole speaking public assistance clients, including financial management. The work differs from that of a Caseworker (French-Creole Speaking) in the difficulty of cases generally assigned. General supervision is received from a Case Supervisor and work guidance (e.g. lead work) may be provided to a small number of Caseworkers, generally on an occasional basis. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews case records, interviews clients, contacts clients' families and/or friends and speaks with other individuals who might provide additional information in order to identify individuals 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 or 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;
Trains new Caseworkers by explaining agency rules and guidelines, work objectives and work procedures, assisting in resolution of work-related problems and reviewing work to monitor progress;
Enters service-related information into a computer terminal and retrieves information as needed;
May perform supervisory duties in the absence of the Grade B Supervisor;
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; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of the techniques of case recording; good knowledge of New York State and local case management systems (e.g. Adult Services Automated Program (ASAP), Child Welfare Automated Program (Connections))*; working knowledge of interviewing and investigation techniques; ability to establish and maintain successful relationships with people; ability to speak and understand colloquial French-Creole and to translate into acceptable English; awareness, knowledge and understanding of French-Creole culture and mores; ability to provide work guidance to others; ability to communicate effectively, both orally and in writing.

(over)

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree and two (2) years of social casework experience with an agency adhering to acceptable standards, and/or counseling experience, and/or clinical or school social work experience; or
2. A Master's degree in Social Work and one (1) year of casework experience with an agency adhering to acceptable standards, and/or counseling experience, and/or clinical or school social work experience.

NOTES:

1. All experience indicated in #1 and #2, above, shall be professional-level experience and must have been gained after completion of the Bachelor's and/or Master'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 with 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 and/or grammar book 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 fieldwork requirements in a timely and efficient manner.

PROMOTION: Two (2) years of permanent status as a Caseworker, Caseworker (French-Creole Speaking) or any equivalent parenthetical designation.

*To be demonstrated during the probationary period.