

## **SENIOR 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, including those of a difficult nature, while having responsibility for the well-being of public assistance clients including financial management. The work differs from that of a Caseworker 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 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;  
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 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.

**NOTE:** 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.

**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 or equivalent parenthetical designation (e.g. Caseworker (Spanish Speaking); Caseworker (French-Creole Speaking), etc.)

\*To be demonstrated during the probationary period.