

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: JUNE 4, 2012

CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: Work is performed under close supervision of an experienced caseworker with training and development through individual and group conferences. In consultation with the supervisor, formulates and carries out plans to meet the individual problems of cases assigned. Under close supervision, makes investigations of need for assistance and care at public expense; renders case work services to families and individuals in need of these services and to children and their families, especially where problems of neglect, destitution, and delinquency are involved; supervises children placed for care in foster homes or in institutions. Incumbents must be able to lift at least fifty (50) pounds. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Visits houses of clients, their relatives, institutions or other agencies and coordinates the delivery of services;
2. Interviews applicants for public assistance and for service to children;
3. Makes investigations to determine eligibility for aid, to verify intake information, and to ascertain needs;
4. Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other welfare agencies, banks, insurance companies;
5. Recommends assistance and service to be granted;
6. Makes referrals to other agencies when indicated;
7. Makes and carries out plans to meet the individual problems of the cases assigned;
8. Finds, studies, and evaluates family homes for the placement of children;
9. Recommends boarding homes for certification;
10. Determines whether the child's needs can best be met in an institution or a foster home;
11. Supervises children placed in foster homes or institutions;
12. Determines the ability of legally responsible relatives to pay for the care of children and makes arrangements for their contribution toward the support of the child;
13. Plans with parents and relatives for the care of children and the reestablishment of the home;
14. Maintains case notes and retrieves, lifts and carries case records;
15. Writes letters and reports as required;
16. Lifts and carries children and belongings during supervised visits or removal from home and the belongings of adults when on home visits;
17. Reviews cases periodically to determine changes in clients' situations affecting eligibility and need for service.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State and local laws and program relating to public welfare and the care of children; good knowledge of local community service agencies and their programs; ability to maintain successful relationships with people both within and outside the agency; ability to counsel individuals in the areas of economic, social, emotional and vocational problems; ability to observe and analyze; ability to prepare and maintain records and reports; ability to operate a computer terminal for the entry or retrieval of data; ability to perform close, detail work involving considerable visual effort and strain; sensitivity to the reactions of others; good powers of observation and analysis; initiative; tact and courtesy; judgment; emotional maturity; physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a bachelor's degree.

SPECIAL REQUIREMENT: Possession of a New York State driver's license at time of appointment and throughout the duration of employment.