

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: FEBRUARY 5, 2024

SENIOR CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: A Senior Caseworker provides professional social work involving the determination and recommendation of the need for services, and the formulation and implementation of plans to meet the individual problems of cases assigned. The functional duties are similar to those of the Caseworker, except that through training and experience, Senior Caseworkers have gained expertise to handle more complex problems and situations with less direct supervision. Under general supervision, a Senior Caseworker makes social studies to identify the need for social services, and renders social services to clients. The Senior Caseworker may supervise a small group of subordinate workers and volunteers. When assigned, the incumbent may be responsible for the unit during the absence of a Case Supervisor Grade B. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interviews applicants and persons referring cases of children needing care, supervision, or services;
2. Recommends services necessary to carry out plans to meet the needs of individuals or families;
3. Visits applicants to ascertain the need for services;
4. Develops involved or complex social histories and a treatment plan, which with supervisory approval, is the basis for delivery of the services;
5. Assists individual Caseworkers in formulating service and work organization plans;
6. In each case, in cooperation with the individual or family, plans how available resources will be used;
7. Studies the background and need for care of referred children, securing information from the child, the family, relatives, schools, churches, family courts and other agencies;
8. Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other agencies;
9. When foster care is necessary, determines whether the needs of the child will be best met in an institution or foster family home;
10. Finds relatives/resources interested in caring for children;
11. Studies and evaluates relatives/resources desiring to care for children at board, at wages, or on a free or adoptive basis and recommends boarding homes for certification;
12. Assists in the arrangement of medical care of children in foster homes and takes children to doctors, dentists and clinics if foster parents are unable to do so;
13. Plans with parents and relatives for the care of children and reestablishment of the home;
14. Makes referrals to other agencies when indicated;
15. Writes letters and reports as required;
16. Periodically reviews cases to determine changes in client situation affecting the need for service;
17. Assists a Case Supervisor Grade B in administering the work of the unit;
18. When assigned, supervises a small group of subordinate workers and volunteers.
19. Assists in the training of new Caseworkers to the unit.
20. Assists in the monitoring of work plans of Caseworkers within the unit.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Good knowledge of modern principles and practices of social casework and social group work including child welfare services; good knowledge of the techniques of preparing social studies; working knowledge of federal, state and local social services laws and programs; skill in interviewing; ability to apply knowledge in performance of duties; ability to establish and maintain successful relationships with people; ability to direct the work of others; ability to interpret the work of the agency; initiative; good powers of observation and analysis; imagination; sensitivity to the reactions of others; tact; emotional maturity; sound professional judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Two (2) years as a permanent Caseworker and/or Caseworker (HELP Program) in the Niagara County Department of Social Services immediately preceding date of written test. Permanent status can be any combination of competitive and/or non-competitive.

OPEN COMPETITIVE: Graduation with a Bachelor's Degree and two (2) years of full-time satisfactory paid experience in social work with a public or private social agency adhering to acceptable standards.

NOTE:

Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.