

## **SENIOR CASEWORKER-SOCIAL SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a professional casework position involving responsibility for determining and recommending the need for services and formulating and carrying out plans to address problems of assigned cases. The incumbent will make unaccompanied visits to individuals who may have emotional issues, untreated psychiatric conditions, criminal histories and developmental delays. Senior Caseworker-Social Services are expected to handle more complex cases and situations with less direct supervision. Senior Caseworkers-Social Services may be assigned as liaisons or coordinators or projects or programs. The work is performed under the general supervision of a Case Supervisor Grade B. Supervision may be exercised over Caseworker-Social Services. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Interviews applicants and persons referring cases of children or adults needing care, supervision, or services; Recommends services necessary to carry out plans to meet the needs of individuals or families or new referrals;

Makes visits to applicants' homes to ascertain the need for services; Develops involved or complex social histories and a plan of treatment which, with supervisory approval, is the basis for delivery of the services;

Aids individual Caseworkers in formulating service and work organization plans;

In each case, in cooperation with the individual or family, plans the use of available resources;

Studies the background and need for care of children referred, securing information from the child, the family, relatives, schools, churches, family courts and other agencies; Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other agencies;

When foster care is necessary, determines whether the child's needs can best be met in an institution or foster family home;

Finds family homes interested in caring for children;

Studies and evaluates family homes desiring to care for children at board, at wages, or on a free or adoptive basis and recommends boarding homes for certification;

Arranges for medical care of children in foster homes and takes children to doctors, dentists, and clinics if foster parents are unable to do so;

Plans with parents and relatives for the care of children and re-establishment of the home or the resolution of conflicts

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in families;  
Makes referrals to other agencies when indicated;  
Writes letters and reports as required, including those for input into the computer;  
Periodically reviews cases to determine changes in client situation affecting the need for service;  
Assists a Case Supervisor in administering the work of the unit;  
Participates in providing social services to persons in special programs such as PINS and JDS;  
Follows through on Hot Line calls, makes rapid assessments, reacts on crisis interventions;  
Investigates complaints of child abuse or neglect;  
Conducts investigations and/or obtains information from parents, neighbors, relatives, the courts, employees, medical practitioners, attorneys and related public or private agencies;  
Prepares court petition, case summaries, and, if necessary, appears as a witness in court hearings or trials;  
Provides crisis interventions;  
Recommends referrals to other agencies when indicates;  
Gives advice and counsel to services recipients to assist in solving personal, family, domestic and financial problems;  
Dictates case records, composes letters and reports as required;  
Maintains case records on designated computer systems;  
Attends all state mandated training and local in-service training as directed;  
Conducts field investigations.

## **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of Federal, State, and local Social Service laws and programs relating to the granting of services;  
Thorough knowledge of local community agencies and their programs;  
Thorough knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance;  
Good knowledge of the techniques of preparing social studies;  
Good knowledge of the various methods of interviewing;  
Working knowledge of techniques used in supervision of the work of others;  
Ability to maintain objectivity in dealing with others who may be under emotional stress;  
Ability to communicate effectively both orally and in writing;

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Ability to understand and carry out oral and written instructions;  
Ability to interpret the work of the agency;  
Ability to establish rapport and build trust and maintain successful relationships with clients;  
Ability to prepare and maintain a variety of records and reports;  
Ability to observe and analyze;  
Ability to operate a computer and use a variety of computer applications for the entry and retrieval of data;  
Strong communication skills;  
Emotional maturity;  
Sensitivity to the reactions of others;  
Resourcefulness;  
Good judgement;  
Tact.

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and two years of experience in social casework with a public or private agency adhering to acceptable standards.

**SPECIAL REQUIRMENT AT TIME OF APPOINTMENT:** Completion of NYS OCFS required CORE Foundations Training & Child Protective Response Training.

**SPECIAL REQUIREMENT:** Possession of a valid license, without restrictions, to operate a motor vehicle in the State of New York will be required at the time of appointment and maintain same while in the title.

Applicants for this position will have regular and substantial contact with children and shall be subject to background checks including a check of the New York State Office of Children and Family Services Statewide Central Register of Abuse and Maltreatment (NY Social Services Law 424-A). Refusal to sign necessary clearance form(s) shall result in automatic non-selection for the position.