

CASEWORKER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility of participating in the delivery of human services to children, adults and families as applicable within the Department of Social Services, Coordinated Children's Programs or the Office for the Aging. An incumbent is responsible for the case management of clients that may be rendered in the form of undercare and care planning and through the administration of a designated program as applicable to the department. Except for the required ability to speak, read and write the Spanish language, this class is identical to that of Caseworker. Work is performed under the direct supervision of a higher level employee allowing for some leeway in making independent judgements related to the delivery of services. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Provides service planning and undercare to assigned cases in the forms of interviewing, coordinating, linking to ancillary services and making referrals to professional counseling, communicating in Spanish when necessary;

Researches the background and needs for care of children referred, securing information from the child, family, relatives, schools, courts, agency personnel and outside agencies, communicating in Spanish when necessary;

Assesses needs for adult protective services and establishes case plans;

Investigates needs and arranges for delivery of personal care services, periodically reviewing same for effectiveness and continued need, communicating in Spanish when necessary;

Assesses need for foster care and/or needs for other services;

Establishes and monitors service plans within prescribed requirements;

Identifies social problems and establishes goals and procedures to overcome those problems by establishing and developing social plans;

Plans with parents and relatives for the care of children and re-establishment of the home, communicating in Spanish when necessary;

Establishes a relationship with clients and their families to insure the proper provision of services, communicating in Spanish when necessary;

Visits with clients to determine needs for services, communicating in Spanish when necessary;

Maintains liaison with community agencies and resources for purposes of client referral, communicating in Spanish when necessary;

Works closely with other staff personnel in carrying out service plans;

Works with representatives of other agencies in developing and implementing service plans, communicating in Spanish when necessary;

Maintains case records on assigned cases according to established procedures;

May supervise children in foster care, communicating in Spanish when necessary;

May investigate complaints of neglect and maltreatment of children and adults, communicating in Spanish when necessary;

May provide adoptive services, communicating in Spanish when necessary;

May prepare petitions and appear in court on behalf of the agency, communicating in Spanish when necessary;

May be required to respond to complaints or requests for services after working hours, communicating in Spanish when necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of modern principles and practices of social case management; good knowledge of federal, state and local laws and programs as they relate to the delivery of human services; working knowledge of available community facilities and resources; ability to identify positively with people; ability to relate to a potentially difficult client population; working oral language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication; good organizational skills; good powers of observation, perception and analysis; good judgment; initiative and resourcefulness; emotional maturity; tact; courtesy.

MINIMUM QUALIFICATIONS: Possession of a bachelor's degree from a regionally accredited or New York State registered college or university and successful completion of a one year caseworker trainee program.

Special Requirement: At time of appointment, and through out employment in this title, candidates must possess a valid New York State driver's license.

Special Requirement: Incumbents in this position must have a working oral language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication.

ULSTER COUNTY
1085 CSWKR SS
Classification: Competitive
Grade: 14A (DSS only)
Grade 14: (OFA)
Union: CSEA

Adopted: December 4, 2017