

## CASEWORKER AIDE

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the performance of supportive service functions associated with the implementation and maintenance of various Social Services Programs. The purpose of the class is to relieve the professional staff of duties that can be performed at a less-skilled level. The work is carried out in accordance with well-established guidelines, and use of independent judgment is allowed only in routine matters. The work is normally performed under the direct supervision of the Unit Supervisor or Case Manager, as required. Supervision is not normally a function of this class. 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.

Interviews clients and their families to gather information on the need and the eligibility for community and agency services, making home visits when necessary;

Summarizes findings and observations concerning clients in narrative report form;

Assists clients in obtaining community services, (e.g.: health care, housing) and aids in clients' performance of daily living activities;

Assesses, organizes and completes computer/ MMIS work;

Assesses and responds to routine telephone calls within assigned unit;

Holds responsibility for the scheduling/ organization of transportation of clients in county vehicles and transports as required;

Performs clerical and unit-specific tasks as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of interviewing techniques; good knowledge of service provided by the agency; ability to summarize pertinent facts and observations in narrative report form; ability to deal effectively and with objectivity with clients of diverse socio-economic backgrounds and culture; ability to follow oral and written directions; ability to work with complex systems; maturity; tact; resourcefulness; good organizational skills.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a New York State registered or regionally accredited college or university with an Associates Degree; **OR**
- B. Two (2) years of full-time paid work experience as a Community Services Aide within a Social Services agency; **OR**
- C. Two (2) years of full-time paid work experience in human services; **OR**

D. An equivalent combination of training and experience as indicated in A, B and C above.

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

ULSTER COUNTY  
1090 CASE AIDE  
Classification: Competitive  
Grade: 7  
Union: CSEA

Adopted: December 18, 1986  
Revised: December 9, 2003  
Revised: August 8, 2006  
Revised: April 1, 2020