

## **CASEWORKER**

**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. 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;

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

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;

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;

Establishes a relationship with clients and their families to insure the proper provision of services;

Visits with clients to determine needs for services;

Maintains liaison with community agencies and resources for purposes of client referral;

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

Works with representatives of other agencies in developing and implementing service plans;

Maintains case records on assigned cases according to established procedures;

May supervise children in foster care;

May investigate complaints of neglect and maltreatment of children and adults;

May provide adoptive services;

May prepare petitions and appear in court on behalf of the agency;

May be required to respond to complaints or requests for services after working hours.

**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; good organizational skills; good powers of observation, perception and analysis; good judgment; initiative and resourcefulness; emotional maturity; tact; courtesy; physical condition commensurate with the demands of the position.

**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.

ULSTER COUNTY  
1080 CASEWORKER  
1082 CSWK HLP  
Classification: Competitive  
Grade: 14A (DSS only)  
Grade: 14 (OFA)  
Union: CSEA

Adopted: April 4, 1978  
Revised: December 15, 1980  
Revised: March 6, 1989  
Revised: September 19, 1989  
Revised: December 20, 1994  
Revised: April 25, 2002  
Revised: February 10, 2025