

## **SENIOR CASEWORKER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves the responsibility of participating in and/or overseeing 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 and providing services in a specialized area or program, which may involve the investigation and resolution of difficult cases as well as the determination and recommendation of the needs for services and the development of plans to resolve the problem. The class of Senior Caseworker differs from the class of Caseworker by virtue of the fact that a Senior Caseworker may be assigned as a first line supervisor responsible for overseeing the management of cases and services performed by Caseworkers and trainees. Work is performed under the general supervision of a higher-level employee allowing for 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.

Reviews and/or 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 and/or reviews the study of the background and needs for care of children referred, securing information from the child, family, relatives, schools, churches, family courts and other agencies;

Reviews and approves service plans recommended by Caseworkers to carry out goals to meet the needs of children, adults or families;

Reviews cases periodically to determine changes in client situations affecting the delivery of personal care services;

Assesses and/or reviews the need for adult protective services and establishes case plans;

Assesses and/or reviews need for foster care or institutional care and arranges for medical care of children in foster homes;

Reviews case histories of clients or families with Caseworkers to determine progress of cases and makes recommendations for alternative goals and methodology where necessary;

Develops involved or complex social histories and plans of treatment for the delivery of the services and identifies social problems and establishes plans to overcome the problems;

Supervises Caseworkers in administering the social services programs and services applicable to their clientele;

Decides whether or not to immediately remove a child from the household, in an emergency situation;

Reviews plans and/or plans with parents and relatives for the care of children and re-establishment of the home;

Visits with clients to determine needs for services;

Maintains contact with employers, relatives, friends, physicians, hospitals and other agencies;

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

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

Assists in the preparation and evaluation of departmental plans;

Maintains care records on assigned cases according to established services;

May investigate and/or supervise the investigation of complaints relative to abuse and neglect of children or adults to ascertain the validity of such complaints.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough 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; good knowledge of available community facilities and resources; good knowledge of techniques of case recording; ability to establish and maintain successful relationships with people; ability to relate to a potentially difficult client population; ability to plan and direct the work of others; ability to interpret the work of the agency; ability to prepare clear and accurate records and reports; 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:** Either:

- A. Possession of a Master's Degree in Social Work and one (1) year of full-time paid experience in social work with a public or private social agency adhering to acceptable standards; **OR**
- B. Possession of a Bachelor's degree and two (2) years of full-time paid experience in social work with a public or private social agency adhering to acceptable standards.

**Note:** Your degree or college credits must have been awarded or earned 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. If your degree was awarded by an educational institution outside the United States and its territories, you must

provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**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

6060 SR CSWKR

Classification: Competitive

Grade: 15A (DSS only)

Grade: 15 (OFA)

Union: CSEA

Adopted: April 11, 1978

Revised: April 23, 1982

Revised: March 6, 1989

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