

**CASE WORKER** 30010

(Competitive)

**DISTINGUISHING FEATURES OF THE CLASS**

The work involves responsibility for providing social work services for individuals and/or their families including children to assist them with their economic, emotional, social and environmental difficulties. Work is performed under the close supervision of a Senior Caseworker or Case Supervisor Grade B, with in-service training provided through the agency's staff development program. The caseworker, in consultation with the supervisor, formulates and carries out plans to meet the individual problems of the cases assigned, coordinates treatment plans with other providers and provides case management services. Certain assignments made to employees in this class will require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner. Incumbents must successfully pass a background check. Does related work as required.

**TYPICAL WORK ACTIVITIES**

Formulates and carries out plans to meet the needs of the individual or family.

Provides counseling to increase the individual's or family's capacity to solve problems.

Studies the background and need for care of clients referred, securing information from the client, the family, relatives, schools, churches, family courts, and other agencies.

When foster care (of a child) is necessary, determines whether the child's needs can best be met in an institution or a foster family home.

Plans with parents and relatives for the care of children and reestablishment of the home.

Establishes a relationship with individuals and families to support them in using recommended social services.

Identifies the need for services through in-depth discussions with clients.

Makes home visits.

Coordinates case plans with other service providers.

Maintains liaison with various individual agencies to which individuals and families can be referred for services.

Works closely with other staff personnel such as homemakers in carrying out the plan for services.

Reviews existing case records for available information for use in formulating a plan of treatment.

Periodically reviews cases to determine changes in the individual's or family's situations affecting need for service.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Working knowledge of Federal, State and local public welfare laws and programs.

Ability to establish and maintain purposeful relationships with people.

Ability to prepare effective written correspondence, records and reports.

Ability to use a variety of conceptual tools in interpreting human behavior and social processes.

Respect for individual rights and sensitivity to individual differences.

Good powers of observation and analysis.

**MINIMUM QUALIFICATIONS**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a baccalaureate degree.

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