

## **CASEWORKER**

<b>JOB CODE:</b>	3301
<b>LOCATION:</b>	Tioga County Department of Social Services
<b>CLASSIFICATION:</b>	Competitive
<b>SALARY:</b>	CSEA, Salary Grade XI
<b>ADOPTED:</b>	Revised 6/97; 5/16, 01/20 Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for providing social casework services to individuals and/or their families, including children, to assist them with their economic, emotional, social and environmental difficulties. The work is performed under the direct supervision of a higher level Caseworker, with training provided or arranged through the agency's staff development program. A Caseworker, in consultation with the supervising worker, formulates and carries out plans to meet the individual problems of the cases assigned. **Caseworkers will be required to work on call hours as a normal function of the position. Candidates will be expected to participate in at least 20 days of out of town training.** Does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

- Investigates and/or assesses reports of alleged abuse/neglect, determining safety and risk;
- Formulates and carries out plans to meet the needs of the individual and/or family;
- Provides casework counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
- Studies the background and need for care of individuals referred, securing information from the individual himself, the family, relatives, schools, churches, family courts, and other agencies;
- When foster care is necessary, determine how the child's needs can best be met;
- Plans with parents, foster care provider, and relatives for the care of children and the achievement of a timely discharge from foster care;
- Establishes a relationship with individuals and families to persuade them to avail themselves of recommended social services;
- Identifies the need for services through discussions with clients;
- Maintains liaison with various agencies to which individuals and families can be referred for services;
- Works with other staff personnel and agencies in carrying out the plan for services;
- Reviews existing case records for available information for use in formulating a plan for treatment;
- Periodically reviews cases to determine changes in the individual's or family's situation affecting need for service.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of Federal, State and local Social Services laws and programs; ability to establish and maintain successful relationships with people; good knowledge of agencies and community resources; ability to effectively communicate both verbally and in writing; ability to perform case management tasks using a computer; ability to use critical thinking to support decision making; ability to get along well with others; good powers of observation and analysis; initiative; tact; sound judgment; assertive; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS (Either):**

- (A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree (a copy of college diploma/degree or transcript is required); **OR**
- (B) Licensure as a registered professional nurse with one (1) year of satisfactory full- time experience or its part-time equivalent in that profession.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirement made in the ordinary course of business in a timely and efficient manner.