

## SENIOR CASEWORKER I

DISTINGUISHING FEATURES OF THE CLASS: Provides professional casework services to clients and their families to enhance their ability to cope with and resolve economic, emotional, social and environmental problems. The activities of this position are similar to those of a Caseworker except that through training and experience Senior Caseworker I's have gained an expertise to handle more complex problems and situations with less direct supervision. The work requires the exercise of sound professional judgment in assessing clients and their families, identifying problem areas and developing and implementing an appropriate service plan. Incumbents must be emotionally mature and stable and able to work in stressful situations particularly those requiring crisis intervention. The work is performed under the general supervision of a Senior Caseworker II, Case Supervisor or other supervisory or administrative staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews clients, family members and others to gather information related to economic situation, emotional state, social relationships, personal characteristics, education and employment information, living arrangements etc.; Reviews existing case records and consults with agency staff to obtain additional background information; Consults with other service agencies who may be involved with clients and their families; Evaluates available information and identifies the need for services; Formulates a service plan to meet the needs of the client and their family; Discuss relevant portions of service plan with client and family and establishes a relationship with them to persuade them to cooperate and participate in the plan; Provides counseling to motivate the client and their family and to increase their capacity and confidence in their ability to handle problems; Works closely with other staff members and other service providers in carrying out the service plan; Monitors progress of client and family and conducts regular and special case reviews to determine the effectiveness of the service plan and the need for modification and/or addition of services; When foster care of a child is indicated makes a recommendation as to what type of foster care would best meet the needs of the child; Works with the child's family in order to return a child in foster care to his or her home as soon as circumstances and conditions permit; Prepares precise, detailed records and reports; May be required to testify in a court of law or administrative hearing and assists in preparations for such hearing or trial; Operates a personal computer and/or mainframe terminal to enter and retrieve information; May assist a Senior Caseworker II or Case Supervisor in administering the work of a unit; Responsible for periodic on-call coverage at night and weekends to handle all types of social services emergencies; May conduct investigations of child abuse and neglect.

### FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of social casework principles and practices; Good knowledge of relevant Federal, State and local laws, regulations and procedures; Good knowledge of economic, emotional, social and environmental factors that effect clients and their families; Good knowledge of interviewing principles and techniques; Ability to prepare precise written reports; Ability to establish and maintain effective helping relationships with clients and families; Good powers of observation; Ability to analyze human problems and to formulate and carry out plans to resolve these problems; Sensitivity and empathy for the poor, underprivileged and persons with severe problems; Ability to maintain objectivity in emotional situations; Emotional maturity and stability; Good judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and two years of full-time paid or its part-time paid equivalent experience as a caseworker in a local social service district.

NOTES:

1. Social casework work experience includes those activities that are directed toward enhancing a clients abilities to cope with and to solve problems and referral of clients to supporting resource and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, coordination of services.
2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered social casework or social work.
4. Behavioral sciences are defined as psychology, sociology, and anthropology.
5. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

**NOTE:** Possession of a valid New York State driver's license is required at time of appointment and maintained during employment.

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