

## SENIOR CASEWORKER II

DISTINGUISHING FEATURES OF THE CLASS: Provides direct supervision to assigned Senior Caseworkers I and Caseworkers. The activities of this position are similar to those of a Senior Caseworker I except that through training and experience Senior Caseworkers II have gained an expertise to handle a small caseload of the more challenging cases involving high-risk adults and/or children and their families. 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 Case Supervisor or other supervisory or administrative staff. Supervises one or more caseworkers or other staff performing social casework or similar work. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assign cases to assigned Caseworkers and Senior Caseworkers I. Review materials prepared for system documentation, court reports, correspondence to providers and allied agencies as well as other casework documents for regulatory compliance and appropriateness; Meet with assigned Caseworkers and Senior Caseworkers I to review case activity and provide guidance to ensure activity is in compliance with policies and procedures; Attend case reviews and meet with casework staff, management staff and legal staff to review problematic cases that require extraordinary measures; Attend court appearances as a representative of administration; Approve purchase of service work and contractual lines; Report statistical and case information for administrative review; Provide office coverage including, but not limited to, responding to situations that arise while the assigned Caseworker or Senior Caseworker I is out of the office; Provide phone coverage and respond to service provider inquiries; Attend training, meetings; and all related functions consistent with supervisory and caseload responsibility.

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 communication skills with professionals and clients under adverse conditions; Ability to prepare precise written reports and accurate social histories; Ability to establish and maintain effective helping relationships with clients and families; Ability to plan and direct the work of others; 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 three years of full-time paid or its part-time paid equivalent experience as a Caseworker Trainee, Caseworker or Senior Caseworker in a local Social Services 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.

Approved 12/17/07

Reviewed 1/18/10; 3/12/12; 8/14/15

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