

Caseworker Tompkins County

Department: DSS, Health and Mental Health

Classification: Competitive

Labor Grade: 14

Approved: 11/76

Revised: 1/78;11/82;6/88;5/91;6/00;1/02;1/03;7/07; 12/12; 11/17; 7/18; 6/23; 4/26

By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Possession of a bachelor's degree **OR**
- (b) Possession of an Associates Degree and 2 years relevant human services experience* **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** four years of relevant human services experience* **OR**
- (d) Any combination of education and experience equal to or greater than that, described in (a), (b) and (c) above

**Relevant human services experience includes but is not limited to work in the following fields: audiology, community mental health, nursing, nutrition, occupational therapy, physical therapy, psychology, rehabilitation counseling, social work, speech/language pathology, therapeutic recreation, gerontology, human services, sociology, speech communication, counseling, education, and human development.*

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

ADDITIONAL REQUIREMENT:

The applicant must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

NOTE:

All appointees to positions in this title at the Department of Social Services will be required to provide full and complete information concerning their current household composition and an extensive residential address history for the purpose of conducting a mandatory check against the Statewide Central Register database of indicated child abuse or maltreatment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry-level professional casework position involving 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. The caseworker, in consultation with a supervising caseworker, formulates and carries out plans to meet the individual problems of the cases assigned. The work is performed under the general supervision of a supervising caseworker with in-service training provided through the agency's staff development program. Supervision over the work of others is not a function of this position. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Formulates and carries out plans to meet the needs of the individual or family and routinely reviews progress/deficiencies with supervisors;
- 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 children referred, securing information from the child him/herself, the family, relatives, schools, medical practitioners, attorneys, churches, family courts and other agencies;
- Determines whether children's needs can best be met in an institution or a foster family home when foster care is necessary;
- Finds family homes interested in caring for children;
- Studies and evaluates family homes desiring to care for children at board, at wages, or on a free or adoptive basis and recommends foster care boarding home for certification;
- Plans with parents and relatives for the care of children and re-establishment of the home;
- Visits houses of clients, foster parents, family day-care providers, institutions or other agencies and coordinates the delivery of services;
- Appears in court as child or adult advocate or as a witness;
- Establishes a relationship with individuals and families to persuade them to avail themselves of recommended services;
- Identifies the need for the services through in-depth discussions with clients;
- 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 and parent aides in carrying out the plan for services including providing transportation as needed;
- Reviews existing case records for available information for use in formulating a plan of treatment;
- Periodically reviews cases with the appropriate personnel to determine changes in the individuals or family's situations affecting need for service including the evaluation of drug/alcohol abuse;
- Prepares a variety of reports for computer based plans, court summaries and petitions;
- Responds to emergency call and requests for aid in shelter, food, medical and/or abuse or neglect situations;
- Responds to crisis situations involving suicide risk, violence of need for emergency psychiatric care;
- Provides extensive financial management assistance including assistance obtaining benefits, performing representative payeeship duties and responsibilities, monthly budgets, record keeping and yearly reports to the Social Security Administration;
- Makes assessment of risks for children and provides crisis intervention when the conditions justify direct action or intervention;
- Provides casework counseling in a number of areas involving disability benefits, rent subsidies, nutrition services, medical insurance's, medical, food stamp, public assistance benefits, financial management and parenting;
- Consults with psychiatrist in crisis situations and assists with obtaining proper modes of treatment including clinic visits, arranging for E.O.S. or emergency hospitalization. This can include personally accompanying clients in distress and assisting with admission procedures.
- Duties and responsibilities may vary according to the department.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of federal, state, and local social service laws and programs;
- Good knowledge of local community service agencies and their programs;
- Ability to maintain successful relationships with people both within and outside the agency;
- Ability to counsel individuals in the areas of economic, social, emotional and vocational problems;
- Ability to observe and analyze;
- Ability to prepare and maintain records and reports;
- Ability to operate a computer terminal for the entry or retrieval of data;
- Ability to perform close, detail work;
- Sensitivity to the reactions of others;
- Tact, courtesy and good judgment are required.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation.

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