

SENIOR CASEWORKER (OSR)

DISTINGUISHING FEATURES OF THE CLASS: The senior caseworker provides professional social work involving information management, referral services, case assistance and case management for the elderly. Responsibilities include supervision of one or more Office for Senior Resources program, including (but not limited to) Outreach Services Program, Ombudsman Program, Caregivers Program, Home Energy Assistance Program (HEAP) and Expanded In Home Services for the Elderly Program (EISEP), as well as duties relating to planning, developing and coordinating special projects and programs for the aging. Work is performed under general supervision of the Director of the Office for Senior Resources. Supervision is provided to subordinate casework and clerical employees. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates, supervises and oversees a variety of Office for Senior Resources programs, including (but not limited to) Ombudsman Program, Outreach Program, Caregivers Program, Caregiver Task Force, Alzheimer's Program, including intakes, assessments, billing, and ongoing case management;

Plans and coordinates use of available resources, on a case by case basis, in cooperation with individuals, families, and providing agencies;

Interviews applicants and persons referring cases of seniors needing care, supervision, or services;

Studies the background and need for care of seniors referred, securing information from the senior, relatives, and other agencies;

Develops involved or complex social histories and plans of treatment which, with supervisory approval, are the basis for delivery of services;

Recommends services necessary to carry out plans to meet the needs of individuals or families;

Provides guidance and assistance to caseworkers in formulating service and work organization plans;

Makes necessary collateral contacts with relatives, friends, physicians, hospitals, and other agencies;

Makes referrals to other agencies when indicated;

Periodically reviews cases to determine changes in client situation affecting the need for services;

Assists the Director of Office for Senior Resources in planning and development of special projects and programs providing direct services to senior citizens in Putnam County;

Maintains records of pertinent data, and produces correspondence and reports as required;

May make visits to applicants to ascertain the need for services;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

SENIOR CASEWORKER (OSR) (cont'd)

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL

CHARACTERISTICS: Good knowledge of modern principles and practices of social casework and social group work relating to senior citizens; working knowledge of Federal, State, and local public welfare laws and programs; knowledge of the techniques of preparing social research studies; ability to effectively formulate and conduct interviews and investigations; extensive familiarity with services provided by the agency and community resources; ability to plan and direct the work of others; ability to express ideas clearly and effectively both orally and in writing to groups and individuals; ability to use computers and computer software for word processing and data management; ability to establish and maintain effective working relationships; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and cultures; good listening skills, social perceptiveness; tact; confidentiality; good judgment.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree, and two (2) years full time paid experience which shall have involved substantial client contact in a Social Service, Mental Health or related agency; or
- b) Two (2) years full time paid experience as a caseworker in a public or private social agency adhering to acceptable standards in New York State; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.