

CASEWORKER ASSISTANT (OSR)

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional position which involves the performance of supportive service functions associated with the implementation and maintenance of Office for Senior Resources Programs. Work is carried out in accordance with well established guidelines. The purpose of the class is to relieve the professional staff of the more routine duties. Direct supervision is received from a higher level professional or senior level staff member, with some leeway in the use of independent judgment in routine matters. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients and their families to gather information on the need and the eligibility for community and agency services and resources, making home and/or office visits when necessary;
Provides Caseworker with information (e.g., family progress, conflicts, etc.) gathered during visits with clients;
Maintains direct contact with the clients and assists in providing direct counseling to motivate clients to increase their capacity to handle problems, and develop and maintain daily living skills;
Performs outreach liaison work to clients unable to avail themselves of the recommended services;
Serves as client advocate to resolve problems relating to services provided;
Monitors clients' support system in the community;
Provides or facilitates transportation of clients and family members to and from a variety of appointments and/or services;
Accompanies clients on appointments when necessary;
Prepares progress reports concerning clients in narrative report form or by dictation;
Assists in providing direct counseling;
Assists in coordination of in-service training programs;
Assists in coordination of and recruitment for volunteer programs;
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.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Knowledge of the modern principles and practices of social casework and social group; ability to effectively conduct interviews and assist with investigations; familiarity with services provided by the agency and community resources; ability to prepare written reports and other necessary documents; ability to use computers and computer software for word processing and data management; ability to communicate effectively, both orally and in writing; ability to understand

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and follow oral and written instructions; 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

- a) Associates Degree and one (1) year experience which shall have involved substantial client contact in a Social Service, Mental Health or related agency; or
- b) Graduation from high school or possession of a comparable diploma, and three (3) years experience which shall have involved substantial client contact in a Social Service, Mental Health or related agency; or
- c) An equivalent combination of education and experience as described in (a) and (b) above.

SUBSTITUTION NOTE: A Bachelor's Degree may be substituted for the minimum qualifications as described 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 is required to perform field work responsibilities in a timely and efficient manner.