

CASEWORKER ASSISTANT (SOCIAL SERVICES)

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 Social Services Programs. The 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. The incumbent of this position receives direct supervision from a Caseworker 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).

Provides Caseworker with information (e.g., family progress, conflicts, etc.) gathered during visits with clients;  
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;  
Assists in studying background and need for care of children referred, securing information from the child, the family, relatives, therapists, family courts, schools, probation agency personnel and other outside agencies;  
Responsible for preparing progress reports concerning clients in narrative report form or by dictation;  
Responsible for the transportation and supervision of parents and their children who require court ordered supervised visitation;  
Assists in the development of treatment plans;  
Arranges for foster home placements or residential placement services for children identified to be in need of these services;  
Assists in providing direct counseling to motivate child and/or family to increase their capacity to handle problems;  
Assists staff with the encoding of computer data for entry into the State CCRS and WMS systems;  
May testify in family court when necessary.  
May attend Fair Hearings when necessary.  
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.*

When Assigned to Eligibility or Administrative Support Units:

Performs initial screening of applicant to determine potential eligibility;  
Advises clients of available services and the requirements for such services;

Identifies client needs and makes referrals to the appropriate agency unit or community resource;  
Makes recommendations to clients for possible diversionary services to relieve long term dependency;  
Assists agency staff from all units to minimize waiting time for the client and streamline the application process;  
Accesses and reviews WMS data and authorizes limited services according to established procedures.  
May issue required decision notices for emergency assistance or immediate needs determination in accordance with established guidelines.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS: Knowledge of the modern principles and practices of social casework and social group work; 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 and follow oral and written instructions; ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and cultures; ability to establish and maintain effective working relationships; good listening skills, social perceptiveness; tact; confidentiality; good judgment.

MINIMUM QUALIFICATIONS:

- a) Associate's 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.