

CASEWORKER (OSR)

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, the caseworker formulates and carries out plans to address individual problems of assigned cases. Depending upon assignment, caseworkers may be responsible to provide services for clients of a number of Office for Senior Resources programs including but not limited to Outreach Services Program, Ombudsman Program, Caregivers Program, etc. Additionally, caseworkers may be assigned to work at a number of senior center service sites throughout the County. Work is performed under close supervision of a higher level professional or senior level staff member, with some leeway allowed for the use of independent judgment. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Conducts intake interviews as assigned and makes investigations by visiting applicants and/or clients to assess needs and refer appropriately to available services and/or care;
Reviews and researches existing case records for available information to use in formulating a plan of treatment;
Studies the background and need for care of seniors referred, securing information from the senior, relatives, and other agencies;
Makes necessary collateral contacts with relatives, friends, physicians, hospitals, and other agencies;
Develops and maintains detailed social histories and treatment plans which, with supervisory approval, are the basis for delivery of services;
Makes referrals to other agencies when indicated, and assists clients in obtaining other aid, or with placement in care facilities when necessary;
Investigates referrals, reports and complaints relative to alleged elder abuse or neglect;
May assist with locating alternative housing situations appropriate to clients' individual needs;
May assist with arrangements for medical care, or with transportation to doctors, dentists and clinics if necessary;
Dictates case records; writes letters and reports as required; prepares required court material and testifies when necessary;
Periodically reviews cases to determine changes in client situation affecting eligibility for and need for services;
keeps case records and computer tracking records up to date;
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: Working knowledge of modern principles and practices of social casework and social group work; working knowledge of Federal, State, and local public welfare laws and programs; ability to effectively conduct interviews and assist with investigations; familiarity with services provided by the agency and community resources; ability to use computers and computer software for word processing and data management; ability to express ideas clearly and effectively both orally and in writing to groups and individuals; 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) Bachelors degree; or
- b) Associate's degree and two(2)years full time paid experience in social casework, social work, public health social work or related field with a public or private social agency adhering to established standards; or
- c) One (1) year of paid professional experience as a licensed Registered Nurse; or
- d) 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 is required to perform field work responsibilities in a timely and efficient manner.