

## CASEWORKER ASSISTANT

**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 that can be performed by the Caseworker Assistant. 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. Does related work as required.

### **Typical Work Activities:**

- 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.

### **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.

**CASEWORKER ASSISTANT cont.**

- 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:**

- Good knowledge of interviewing techniques.
- Good knowledge of services provided by the agency and community resources.
- Working knowledge of the principles and practice of social casework.
- Ability to summarize pertinent facts and observations in narrative report form.
- Ability to deal effectively and objectively with clients of diverse socio-economic backgrounds and culture.
- Ability to follow oral and written directions.
- Maturity
- Ability to work with complex computer systems.
- Good organizational skills
- Physical condition commensurate with the demands of the position.

**Minimum Qualifications:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an associate's degree in a human services field or a related field, and one year of experience in a human service agency providing direct client services which include identifying client problems, helping clients understand the problems, and helping the client practice ways to solve the problems; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma, and three (3) years experience in a human service agency providing direct client services which include identifying client problems, helping clients understand the problems, and helping the client practice ways to solve the problems; **OR**
- C. An equivalent combination of education and experience defined by the limits of (A) and (B) above.

**SPECIAL REQUIREMENT:** Possession of a valid NYS Drivers' license.

03/18/98

09/17/98

02/05/03

CLASS:           COMPETITIVE