

DISTINGUISHING FEATURES OF THE CLASS: Provides professional casework service in a specialized area which may involve the investigation of and resolution of difficult problem cases as well as the determination and recommendation of the needs for services and the development of plans to resolve the problem. The Senior Caseworker may be assigned as a first line supervisor for case workers and may carry a caseload and provide direct service. Work is performed under the general supervision of a Case Supervisor or other appropriate higher level department supervisor with extensive mandated training provided through the State and the Agency. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Reviews and approves service plans recommended by the Caseworker to carry out goals to meet the needs of individuals or families;

Reviews case histories of individuals or families with caseworker to determine progress of cases;

Makes recommendations for alternative goals and methodology where necessary;

Develops involved or complex social histories and plan of treatment which is the basis for delivery of the services;

Supervises caseworker staff in providing services of casework, directs staff in administering the social service program and in rendering social services to promote the welfare of the client;

Maintains necessary records and prepares reports on case work activities in timely fashion as required;

Writes letters and reports as required;

May investigate complaints relative to abuse and neglect to ascertain the validity of such complaints;

May develop service plans to ameliorate conditions leading to abuse and neglect;

In emergency situations, decides whether or not to immediately remove a child from the household;

Makes visits to applicants to ascertain the need for services and provide community outreach;

Studies the background and need for care of children referred, securing information from the child

himself, the family relatives, schools, churches, family courts and other agencies;

Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and

other agencies;

Plans with parents and relatives for the care of children and re-establishment of the home;

When foster care is necessary, determines whether the child's needs can best be met in an institution

or foster family home;

Arranges for medical care of children in foster homes;

Periodically reviews cases to determine changes in client situation affecting the need for service.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of modern principles and practices of social casework and social

group work including child welfare services; good knowledge of Federal, State and local public

welfare laws and programs; good knowledge of community service agencies and programs; good

knowledge of interviewing techniques and practices; ability to establish and maintain successful

relationships with people; ability to plan and direct the work of others; ability to interpret the work

of the agency; ability to communicate effectively both orally and in writing; ability to operate a

personal computer and utilize common office software programs; and knowledge of techniques of

case recording and the ability to prepare clear and accurate records and reports.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree in Social Work, Counseling, Psychology, Public Administration, Education, or a related field; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Social Work, Counseling, Psychology, Public Administration, Education, or a related field, and two (2) years of experience as a Social Worker, Counselor, Caseworker, Educator, or similar experience involving direct public contact in providing human services.

SPECIAL REQUIREMENT FOR APPOINTMENT: *Candidates must possess a valid driver's license.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 12/02/02
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised in classplan on 11/17/04
Revised in classplan on 3/24/006
Revised and Revised in classplan 01/06/2015
Revised in Classplan: 10/14/2022
Revised and Replaced in Classplan: 3/10/2023
Revised and Replaced in Classplan: 2/7/2025 (Edu)