

## **SENIOR CASEWORKER I**

**DISTINGUISHING FEATURES OF THE CLASS:** Provides professional casework services to clients and their families to enhance their ability to cope with and resolve economic, emotional, social, and environmental problems. The activities of this position are similar to those of a Caseworker except that through training and experience Senior Caseworkers I have gained an expertise to handle more complex problems and situations with less direct supervision. The work requires the exercise of sound professional judgment in assessing clients and their families, identifying problem areas, and developing and implementing an appropriate service plan. Incumbents must be emotionally mature, stable, and able to work in stressful situations, particularly those requiring crisis intervention. The work is performed under the general supervision of a Senior Caseworker II, Case Supervisor, or other supervisory or administrative staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Interviews clients, family members, and others to gather information related to economic situations, emotional states, social relationships, personal characteristics, education, and employment information, living arrangements, etc.; Reviews existing case records and consults with agency staff to obtain additional background information; Consults with other service agencies who may be involved with clients and their families; Evaluates available information and identifies the need for services; Formulates a service plan to meet the needs of the clients and their families; Discusses relevant portions of service plan with clients and their families, and establishes a relationship with them to promote cooperation and participation in the plan; Provides counseling to motivate the clients and their families, and to increase their capacity and confidence in their ability to handle problems; Works closely with other staff members and other service providers in carrying out the service plan; Monitors progress of client and family, and conducts regular and special case reviews to determine the effectiveness of the service plan and the need for modification and/or addition of services; When foster care of a child is indicated, makes a recommendation as to what type of foster care would best meet the needs of the child; Works with the child's family in order to return a child in foster care to his or her home as soon as circumstances and conditions permit; Prepares precise, detailed records and reports; May be required to testify in a court of law or administrative hearing, and assists in preparations for such hearing or trial; Operates a computer to enter and retrieve information; May assist a Senior Caseworker II or Case Supervisor in administering the work of a unit; Responsible for periodic on-call coverage at night and on weekends to handle all types of social services emergencies; May conduct investigations of child abuse and neglect.

## **FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of social casework principles and practices; Good knowledge of relevant Federal, State, and local laws, regulations, and procedures; Good knowledge of economic, emotional, social, and environmental factors that affect clients and their families; Good knowledge of interviewing principles and techniques; Ability to prepare precise written reports; Ability to establish and maintain effective helping relationships with clients and families; Good powers of observation; Ability to analyze human problems, and to formulate and carry out plans to resolve these problems; Sensitivity and empathy for the poor, underprivileged, and persons with severe problems; Ability to maintain objectivity in emotional situations; Emotional maturity and stability; Good judgment; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from a college or university with a bachelor's degree and two years of full-time paid or its part-time paid equivalent experience as a caseworker in a local social service district.

**NOTE:** Your degree 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 was awarded by an educational institution outside 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**NOTES:**

1. Social casework experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems, and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, referral to social and support services, and coordination of services.
2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management, and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis; advocacy development; planning and implementation; and organization analysis.
3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients, such as nursing, nurses' aides, home health aides or similar positions, are not considered social casework or social work.
4. Behavioral sciences are defined as psychology, sociology, and anthropology.
5. Certain assignments made to employees in this class require access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

**NOTE:** Possession of a valid New York State driver's license is required at time of appointment and must be maintained during employment.

Revised 12/22/89; 10/1/97; 7/1/98; 7/17/98; 11/29/99; 12/17/07; 7/8/09; 6/15/10; 8/21/13; 2/21/17; 3/15/21; 3/23/23

Reviewed 9/21/01; 3/8/04; 1/18/10; 3/12/12; 8/14/15; 10/12/18; 7/30/25