

AGING SERVICES CASEWORKER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing within a program to assist older individuals to remain and function effectively/safely within a non-institutional setting as well as working with informal/family caregivers. The focus of the work is on assisting clients with their economic, emotional, social, physical, and environmental and caregiving challenges by providing information, assistance and counseling to help formulate and carry out plans to meet the individual. The work is carried out under the direct supervision of the department head or his/her designee in accordance with established policies and procedures. Supervision may be exercised over subordinate personnel; Does related work, as required.

TYPICAL WORK ACTIVITIES:

Solely responsible for assessing and analyzing the need of the individual through an initial intake and assessment to determine the need for care or programs;
Responsible for daily tracking, maintaining, logging and corresponding of the Home Delivered Meals program;
Makes home visits to interview individuals for in-depth assessments, application assistance, and to address other issues as identified;
Follows all guidelines for EISEP, Caregiver and Home Delivered Meals programs regarding case management and service provision including, but not limited to, assessment procedures;
Analyzes information gathered from an in-depth assessment process to identify clients care needs;
Identifies and determines client eligibility and need of services based on client assessment;
Makes the decisions and prioritizes who receives services and waiting list status;
Responsible for the development and maintenance of care plans that address all client needs identified and makes arrangements for clients to have needs met through appropriate services in the community;
Reviews existing case records for available information, for use in formulating a plan of care;
Oversees, does required follow-up and responds to client's ongoing care needs by making adjustments to client's care plan as necessary;
Maintains liaison with various agencies to which individuals and families can be referred to for services;
Provides information, referral and assistance to clients to meet needs identified in assessment process;
Maintains computerized client service records, client tracking system for assessment and contacts specified in program regulations;
Schedules and completes annual assessments and contacts, according to State regulations.
Completes all documents, reports and forms (either in writing or with computer program) necessary to comply with all record-keeping requirements as per program regulations;
Work with outside agencies to ensure safety and compliance;
Reviews client files processed by co-workers and assists in conveying information to appropriate staff for follow up and client tracking system.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of the geographic area served by the Genesee County Human Service agencies; good knowledge of local community resources, services and the programs for various clientele; good knowledge of the characteristics, needs and interests of elderly clientele; ability to understand human behavior and the aging process; ability to operate a motor vehicle; ability to read and write, and to communicate effectively both orally and in writing; good organizational skills; discretion and good judgement; initiative; resourcefulness; dependability; sensitivity and empathy to the problems and concerns of the aging and their caregivers.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND EITHER:**

- A. Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree (or higher) in human services, Social work, psychology, sociology, gerontology or related field;

OR:

- B. Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree in Human Services or related field **AND** two (2) years full-time paid experience in social work in a community or social action program, community services worker or case work in a human services agency;

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OR:

- C. Four (4) years full-time paid experience as defined by the limits of (B) above;

NOTE: Part-time experience as defined above will be considered on a prorated basis.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of an appropriate valid NYS Driver's License.

Competitive Class
Adopted 3/10/21