

## GENESEE COUNTY

### CASEWORKER (HELP Program)

**DISTINGUISHING FEATURES OF THE CLASS:** A caseworker provides social work services for individuals and families, including children, to assist them with their economic, emotional, social and environmental difficulties. The work is performed under supervision, with in-service training provided through the agency's staff-development program. The caseworker, in consultation with the supervising worker, formulates and carries out plans to meet the individual needs of the cases assigned. Shift work and on-call duties may be required. Does related work, as required.

#### **TYPICAL WORK ACTIVITIES:**

Formulates and carries out plans to meet the needs of the individual or family;  
Provides counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;  
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;  
When foster care is necessary, determines whether the child's needs can best be met in an institution or a foster family home;  
Plans with parents and relatives for the care of children and reestablishment of the home;  
Establishes a relationship with individuals and families, to persuade them to avail themselves of recommended social services;  
Identifies the need for services, through in-depth discussions with clients;  
Maintains liaison with various agencies to which individuals and families can be referred for services;  
Works closely with other staff personnel, such as homemakers, in carrying out the plan for services;  
Reviews existing case records for available information, for use in formulating a plan of treatment;  
Periodically reviews cases, to determine changes in the individual's or family's situations affecting need for service;  
May be required to facilitate certain programs within the agency.

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:** Working knowledge of Federal, State and local public welfare laws and programs; working knowledge of available services for clientele; ability to establish and maintain successful relationships with people; resourcefulness; sensitivity to the reactions of others; good powers of observation and analysis; initiative; tact; emotional maturity; good judgment.

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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 moderately quiet and sometimes can be noisy.

### **MINIMUM QUALIFICATIONS:**

Possession of a Bachelor's degree.

### **SPECIAL REQUIREMENTS FOR APPOINTMENT AND CONTINUED EMPLOYMENT:**

Possession of a valid NYS Operator's License.

**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.

**Special Requirements for Appointment:** Successful completion of a background investigation will be required prior to appointment.\*

\*Special requirements apply to an appointment made in the Child Support Unit within the Department of Social Services.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive Class

Adopted 5/17/23-5/17/24

Extended to 12/31/24

Revised 11/6/23, 1/19/24, 5/30/24