

Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 01/16/2020
Approved by NYS OTDA: 04/17/2018

CASEWORKER ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is a paraprofessional position supporting the work of Caseworkers, Senior Caseworkers and other professional staff. The Caseworker Assistant is responsible for performing some of the services, which help individuals or families with their economic, emotional, social or environmental, needs as part of their plan of care. Duties also include performance of a variety of clerical, financial and related office tasks. A Caseworker Assistant has moderate autonomy and works under the direct supervision of a higher-level staff member. Supervision of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides information to individuals or groups concerning services offered by the Department, as well as other public and private agencies;

Assists in the gathering of background information on the need for services from individuals and families;

Assists clients in completing necessary forms and in obtaining eligibility information; e.g., proof of births, deaths and marriages;

Assists clients in recognizing conditions that contribute to their social problems and make efforts toward correcting these conditions;

Maintains on-going phone and face to face contacts with represented individuals to disperse funds, discuss issues of concern for the client or the agency, and to resolve difficulties;

Maintains paper and/or electronic records of all transactions on accounts;

Maintains regular contact with casework staff regarding payee clients and changes financial arrangements with client and/or vendors based on continually updated plan of care;

Helps to plan with parents, relatives, and others for the care of individuals, children and families;

Maintains case files as needed, and prepares a variety of reports, summaries, applications and re-applications for service;

Assist clients in dealing with issues of finance, budgeting, housing, other public benefits and income supports;

Performs computer inquiries to retrieve client information;

Completes routine paperwork to open cases for services;

Adds and deletes payment lines on Services Authorization;

Identifies the need for services through in-depth discussions with clients;

Serves as liaison with various individual agencies to which individuals and families can be referred for services;

Reviews existing case records for available information to use in formulating a plan of treatment;

Carries out plans to meet the needs of the individual or family and routinely reviews progress/deficiencies with supervisors;

Works closely with other staff to carry out the plan for services including providing transportation as needed;

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TYPICAL WORK ACTIVITIES cont'd:

May be responsible for components of case processing in other program areas (In DSS, these program areas may include Foster Care, CPS or Adult Services);
May arrange transportation, transport clients when needed, or may supervise parent/child visits;
May make home visits to follow up on broken appointments or gather routine information;
May be responsible for serving as a liaison with DSS, the DSS Accounting unit, Social Security Administration, and/or Financial Institutions in order to insure maintenance of accurate accounts and auditable records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Social Services or Mental Health laws regulations and programs; good knowledge of community programs and resources; ability to maintain successful relationships with a wide range of people, including those with physical, developmental, substance abuse and mental health problems; ability to prepare and maintain records and reports; ability to utilize computer programs such as Excel; ability to maintain complete and accurate records and meet multiple and changing deadlines; ability to maintain tact, courtesy and sensitivity to individual's needs in person and on the phone and in the face of difficult behavior.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented with six (6) credit hours in social work or a closely related field; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of full-time experience in human services involving substantial face-to-face contact with clients.

SPECIAL REQUIREMENTS:

1. Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.
2. Statewide Central Register (SCR), per Section 424-a of the Social Services Law, and Staff Exclusion List (SEL), per Section 495 of the Social Services Law, background checks are required prior to appointment.

Adopted: 04/05/2018
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