CASEWORKER TRAINEE-SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a trainee position in the competitive class which candidates are selected to service a term of appointment for one year. An appointee who satisfactorily completes one year of permanent competitive class service as a Caseworker Trainee-Social Services will be advanced to the position of Caseworker-Social Services without further examination. Work is performed under close supervision with in-service training provided through the agency's staff development programs. The incumbent learns to assess client needs, formulate and carry out plans to meet the individual or family's needs to assist them with their economic, emotional, social and environmental difficulties. A Caseworker Trainee-Social Services may make visits to individuals who may have behavioral health and/or criminal histories. Work is performed under the direct supervision of a higher-level supervisor. Supervision over the work of others is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Learns to establish a relationship with individuals and families and assist them in obtaining social services;
Learns to review all new cases assigned and schedules an introductory meeting;
Learns to interview new cases to obtain a social history to help the understand the challenges facing the client and the complexity of the issues identified;
Learns to provide individuals and families with advocacy, information and empowers them to come up with solutions;
Learns to make initial evaluation and re-evaluation of client's need for services;
Learns to makes assessments to the amount and type of services needed to ensure that specific physical, psychological and/or social needs are met;
Learns to assess the compliance of individuals on a case by case basis;
Learns procedures used to review cases to determine changes to a client's environment or economic status affecting need for service;
Learns to work with clients one on one to help encourages them to maximize their potential;
Learns steps taken to arrange counseling to clients in need;

Learns steps taken to re-evaluate client's situations to ensure they are being provided services for their current needs;
Learns to review existing case records for available information for use in formulating a plan of treatment;
Maintains a good working relationship with various agencies to which individuals and families can be referred for services;
Prepares a variety of reports for case records, courts, and referrals
Maintains all necessary forms and records pertinent to a case as part of the case records or authorization systems
May make family-centered or individual field reviews of home conditions, socio-economic status and other factors with regard to applicants, or for recipients or care and services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to learn a working knowledge of Federal, State and local social services laws and programs;
Ability to learn the techniques involved in determining need for services and arranging for the provision of such assistance;
Ability to learn a working knowledge of current principles, practices and techniques of social casework;
Ability to acquire skill in interviewing techniques;
Ability to establish and maintain successful relationships with people;
Ability to communicate effectively both orally and in writing;
Sensitivity to the reactions of others;
Good powers of observation and analysis;
Good judgement.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree.