

## **CASEWORKER-DSS**

**DISTINGUISHING FEATURES OF THE CLASS:** An incumbent of this class performs social work services to determine the need for services to adults, families, and/or children and arranges for the provision of service in accordance with existing laws, rules and regulations. Caseworker-DSS duties include assessing client needs, listening to concerns, assessing motivation to change, problem-solving, information giving, referrals to community agencies and coordination of care providers. The incumbent also serves in the role of client advocate in order to assist recipients to achieve self-sufficiency goals, improve socio-economic conditions, maintain residence in the community, or protected care for recipients. Work is performed under the general supervision of a higher-level employee, but incumbents may make unaccompanied visits to individuals who may have behavioral health and/or criminal histories. Supervision over the work of others is not a function of this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Establishes a relationship with individuals and families and assists them in obtaining social services;

Reviews all new cases assigned and schedules an introductory meeting;

Interviews new cases to obtain a social history to help the caseworker understand the challenges facing the client and the complexity of the issues identified;

Provides individuals and families with advocacy, information and empowers them to come up with solutions;

Makes initial evaluation and re-evaluation of client's need for services;

Makes assessments to the amount and type of services needed to ensure that specific physical, psychological and/or social needs are met;

Assesses the compliance of individuals on a case by case basis;

Periodically reviews cases to determine changes to a client's environment or economic status affecting need for service;

Works with clients one on one to help encourages them to maximize their potential;

Provides or arranges counseling to clients in need;

Re-evaluates client's situations to ensure they are being provided services for their current needs;

Reviews 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;

**CASEWORKER-DSS cont'd**

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:**

Good knowledge of Federal, State, and local Social Service laws and programs relating to the granting of services;  
Good knowledge of local community agencies and their programs;  
Good knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance;  
Ability to maintain objectivity in dealing with others who may be under emotional stress;  
Ability to communicate effectively both orally and in writing;  
Ability to understand and carry out oral and written instructions;  
Ability to establish rapport and build trust and maintain successful relationships with clients;  
Ability to prepare and maintain a variety of records and reports;  
Ability to observe and analyze;  
Ability to operate a computer and use a variety of computer applications for the entry and retrieval of data;  
Strong communication skills;  
Emotional maturity;  
Sensitivity to the reactions of others;  
Resourcefulness;  
Good judgement;  
Tact.

**MINIMUM QUALIFICATIONS:**

Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree and one year of experience in social casework in a public or private agency adhering to acceptable standards.