

SENIOR SOCIAL CASEWORKER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent performs difficult social casework and assists with the leadership and oversight of an assigned unit. Incumbents of this class evaluate the need for, type, level and range of services, child care, and/or casework services to adults, families and/or children (both English and Spanish Speaking), and arranges for the delivery of services as provided under existing laws, rules, and regulations. This position involves responsibility for assisting and acting in a leadership role with the Unit Supervisor by assisting with the training of new staff and providing guidance and expertise to existing staff on program and procedural changes. Incumbents may be assigned to projects requiring the analysis and development of service delivery systems, and can be expected to suggest changes to the supervisor regarding improved service delivery systems for their unit. Assignment may also include more difficult casework services in child protective and emergency services requiring advanced level casework skills. Work is performed within the framework of detailed laws, rules, regulations and guidelines, but with the expectation of independent initiative in case management, field work and interviewing. The duties require proficiency in both Spanish and English, providing interpretive and information services. Provides advice, guidance and leadership to other workers as the senior member of the unit and acts in the absence of the Unit Supervisor. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Evaluates and implements casework services involving the more complex and difficult case situations for both English and Spanish Speaking clients requiring skills in communicating orally and in writing in both the Spanish and English languages;

Handles emergency and unusual casework situations, as assigned;

Makes family-centered or individual field reviews of home conditions, socioeconomic status, and other factors with regard to applicants, or for recipient of care and services;

Makes collateral contacts that are necessary for understanding and planning for case situation;

Recommends actions to the Casework Supervisor on provision of services;

Utilizes community resources for assistance with problems outside the scope of the programs of the department;

Interprets the programs of the department to the community and clients;

May conduct group training sessions to educate clients, foster or adoptive parents, vendors and volunteers in agency programs or life management skills;

Analyzes, develops or coordinates service delivery systems on assigned projects;

Responsible for making case assessments and developing plans;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Maintains all necessary forms and records pertinent to a case as part of the case record or authorization systems using automated and manual systems;

Acts for the Casework Supervisor and regularly provides leadership in training and guiding of staff;

May perform specialized assignments related to social casework such as assisting with training and development programs, recruitment functions, program analysis, etc., as assigned;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software.

May perform other incidental tasks, as needed;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques involved in determining need for services and arranging for the provision of such assistance; good knowledge of the principles and practices of social casework; good knowledge of the department's policies as relating to the provision of services; good knowledge of the sociological and psychological aspects of family life and family inter-relationships with particular reference to the influence of family problems; familiarity with federal and state laws and programs relating to the granting of services; skill in interviewing, writing, speaking and recording; ability to help others help themselves in social adjustments; ability to establish and maintain successful relationships with clients; ability to assess situations and be able to develop service plans; ability to provide leadership and guidance to other workers; ability to observe and analyze a social situation critically and without emotional involvement and largely based on interviews; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to learn and utilize automated systems; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; initiative; resourcefulness; good judgment; emotional maturity; tact; neat appearance; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and two years of professional social casework experience.

SUBSTITUTION: A Master's Degree* in Social Work may be substituted for the above experience at the rate of 30 credit hours per year.

SPECIAL REQUIREMENTS:

1. Possession of a valid license to operate a motor vehicle in the State of New York will be required at the time of appointment in Social Services.
2. Candidates must receive a satisfactory clearance issued by the New York State Central Register of Child Abuse and Maltreatment and must consent to a background investigation in accordance with the provisions of the Child Abuse Prevention Act of 1985 and New York State Social Services Law.

**DEFINITION: Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of follow up visits to continually reassess client needs.

Social Casework experience does not include determining eligibility for benefits, such as food stamps, medical assistance, housing, child support, emergency services, day care, HEAP assistance, etc., or coordination thereof.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.