

Casework Assistant Tompkins County

Department: DSS, Mental Health
Classification: Competitive
Labor Grade: 11
Approved: 0
Revised: 10/06; 10/09; 11/09; 9/13; 7/14; 11/17
By: AF, Commissioner of Personnel
BBP Risk Factor: 2

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited two year college with an associates (or higher) degree in human services or a related field; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma and two years of substantial face-to-face human services client contact; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

NOTE: All appointees to positions in this title at the Department of Social Services will be required to provide full and complete information concerning their current household composition and an extensive residential address history for the purpose of conducting a mandatory check against the Statewide Central Register database of indicated child abuse or maltreatment.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at the time of application and maintenance of such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is a paraprofessional position supporting the work of Caseworkers, Senior Caseworkers and other professional staff. The Casework 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 Casework 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. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

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;
May make home visits to follow up on broken appointments or gather routine information;
May be required to assist clients in the areas of housing, employment, recreation, money management, transportation and escort to medical appointments, shopping, recreation, etc.;
May be required to maintain the financial accounts of individuals in the community who are not in foster care or nursing homes for whom the department is representative payee as required;
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;
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;
Reviews literature and other appropriate materials related to individual and child development;
May be responsible for components of case processing in other program areas (In DSS, these program areas may include Day Care, CAP, Long Term Care, Foster Care, CPS or Adult Services);
May arrange transportation, transport clients when needed, or may supervise parent/child visits;
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;

In addition to the above, in the Mental Health Department the incumbent will:

Comply with all Federal, State, and local regulations for safeguarding of individual private data and protected health information at the point of creation, transmission, storage, and reception;
Responsible for regularly scheduling fleet car maintenance and repairs including appointments, delivery/pick up, negotiation of maintenance limits, obtaining repair bids, addressing billing issues, etc.;
Maintains a schedule of service, tracking systems;
Develops and maintains relationships with local service providers;
Completes progress notes for all client contacts and appointments;
May cover front desk Case Aide and Senior Account Clerk positions including all applicable responsibilities on an "on demand" basis depending on the staff coverage needs of the office;
Facilitates administration and provides assistance, and information to staff, clients, family members and other agencies in the community in regard to Medicare Part D;
Assists clients and staff in signing up and maintaining Medicare Part D plans through tracking systems;
Establish and maintain professional relationships with Part D insurance companies;
Establish and maintain professional relationships with local and district pharmacists and drug stores to effectively deal with client medication needs, payment issues and insurance concerns;
Establish special programs dealing with co-payments to ensure seamless medication management for clients;
Prepare all paperwork, authorization, and billing for programs and maintain all aspects of those programs on an ongoing daily basis;
Facilitate completion of all prior authorization/exception paperwork needed for medication management for medical staff in the department and track existing needs and prepare plans to address future issues, etc.;
Provide client advocacy through interaction with all insurance, pharmacy, medical and community contacts;
Answers telephones and takes written messages;
Performs occasional clerical work such as filing, assembling materials or compiling data;

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;
The employee's physical and mental condition shall be commensurate with the demands of the position.

