

## **Senior Caseworker (Promotional) Tompkins County**

**Department:** Department of Social Services  
**Classification:** Competitive  
**Labor Grade:** 15  
**Approved:** 2  
**Revised:** 4/82, 5/91, 7/07  
**By:** HH, Commissioner of Personnel

**QUALIFYING EXPERIENCE FOR THIS PROMOTIONAL OPPORTUNITY: No later than the final filing date announced the applicant must demonstrate -**

This is an interdepartmental promotion examination admitting current employees of the Tompkins County Departments of Social Service and Mental Health who currently hold, and have continuously held at least twelve (12) months of permanent and/or contingent permanent competitive class status in the title of Caseworker. In accordance with Section 52-4 of the Civil Service law, preference in appointment may be given to employees of the department in which the vacancy exists.

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.

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

**SPECIAL REQUIREMENT:** Candidates must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

**DISTINGUISHING FEATURES OF THE CLASS:**

This is professional casework involving the determination and recommendation of the need for service and the formulation and carrying out of plans to meet the individual problems of cases assigned. The position differs from Caseworker in that a Senior Caseworker handles more complex cases and situations and by the supervisory responsibilities. The work is performed under the general supervision of a Case Supervisor or Program Director. Supervision may be exercised over subordinate staff. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES: (Illustrative only)**

- Interviews applicants and persons referring cases of children or adults needing care, supervision or services;
- Recommends services necessary to carry out plans to meet the needs of individuals or families;
- Makes visits to applicants to ascertain the need for services;
- Develops involved or complex social histories and a plan of treatment which, with supervisory approval, is the basis for delivery of the services;
- Aids individual caseworkers in formulating service and work organization plans;
- In each case, in cooperation with the individual or family, plans the use to be made of available resources;
- Studies the background and need for care of children referred, securing information from the child himself, the family, relatives, schools, churches, family courts and other agencies;
- Makes necessary collateral contacts with employers, relatives, friends, physicians, hospitals and other agencies;
- When foster care is necessary, determines whether the child's needs can best be met in an institution or foster family home;
- Arranges for medical care of children in foster homes, takes children to doctors, dentists, and clinics if foster parents are unable to do so;
- Plans with parents and relatives for the care of children and reestablishment of the home;
- Makes referrals to other agencies when indicated;
- Writes letters and reports as required;
- Periodically reviews cases to determine changes in client situations affecting the need for service;
- Assists a Case Supervisor in administering the work of a unit;

- Participates in providing social services to persons in special programs such as PINS and JDS;
- Follows through on Hot Line calls, makes rapid assessments, reacts on crisis interventions;
- Investigates complaints of child abuse or neglect;
- Conducts investigations and/or obtains information from parents, neighbors, relatives, the courts, employees, medical practitioners, attorneys and related public or private agencies;
- Prepares court petition, case summaries, petitions and, if necessary, appears as a witness in court hearings or trials;
- Formulates plans to meet the needs of the individual or family, supervises the implementation of said plans, and routinely reviews progress/deficiencies;
- Provides casework counseling to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems;
- Studies the background and need for care of children referred, securing information from the child him/herself, the family, relatives, schools, medical practitioners, attorneys, churches, family courts and other agencies;
- Determines whether children's needs can best be met in an institution or a foster family home when foster care is necessary;
- Visits houses of clients, foster parents, family daycare providers, institutions or other agencies and coordinates the delivery of services;
- Appears in court as child or adult advocate or as a witness;
- Establishes a relationship with individuals and families to persuade them to avail themselves of recommended services;
- Identifies the need for the services through in-depth discussions with clients;
- Maintains liaison with various individual agencies to which individuals and families can be referred for services;
- Works closely with other staff personnel such as homemakers and aides in carrying out the plan for services including providing transportation as needed;
- Reviews existing case records for available information for use in formulating a plan of treatment;
- Prepares a variety of reports for computer based plans, court summaries and petitions;
- Responds to emergency calls and requests for aid in shelter, food, medical and/or abuse or neglect situations;
- Responds to crisis situations involving suicide risk, violence or need for emergency psychiatric care;
- Provides extensive financial management assistance including assistance obtaining benefits, performing representative payeeship duties and responsibilities, monthly budgets, record keeping and yearly reports to the Social Security Administration;
- Makes assessment of risks for children and provides crisis intervention when the conditions justify direct action or intervention;
- Provides casework counseling in a number of areas involving disability benefits, rent subsidies, nutrition services, medical insurance, medical, food stamps, public assistance benefits, financial management and parenting;
- Consults with psychiatrist in crisis situations and assists with obtaining proper modes of treatment including clinic visits, arranging for E.O.S. or emergency hospitalization. This can include personally accompanying clients in distress and assisting with admission procedures.
- Duties and responsibilities may vary according to the department.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of modern principles and practices of social casework and social group work;
- Good knowledge of Federal, State and local Social Service laws;
- Good knowledge of the principles underlying human behavior and growth;
- Working knowledge of the techniques of preparing social studies;
- Skill in interviewing;
- Ability to apply knowledge of social service laws in performance of duties;
- Ability to establish and maintain successful relations with others;
- Ability to plan and supervise the work of others;
- Ability to interpret the work of the agency;
- Good powers of observation and analysis;
- Good judgment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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