

**CASEWORKER**

**General Statement of Duties and Responsibilities**

Under supervision, with some latitude for independent action and decision-making, provides social services to clients/patients, such as recipients of public assistance, food stamps and/or medical assistance, adults receiving or needing institutional care or protective services, and homeless adults/families; identifies, develops and implements social service plans for such individuals; may determine the eligibility for these services; may perform counseling and investigative activities; performs related work.

**Examples of Typical Tasks**

Interviews applicants for services; gathers and records required information; makes initial assessments and referrals; interviews applicants and clients in their homes and in agency offices.

Manages cases of social service recipients, assesses the clients'/patients' needs; refers clients/patients to appropriate services, such as medical and social benefits and entitlements; takes other appropriate actions; monitors progress; follows-up and coordinates services.

Investigates and verifies information obtained concerning clients/patients, including family composition, income, financial and other resources, past employment, legally and socially responsible relatives, and status of children.

Makes home visits to adults to assess their needs, noting, recording, and reporting on the clients' ability to function and perform basic daily living skills, such as providing for their own security, grooming themselves, taking prescribed medication, and maintaining their households; makes referrals for supportive services and/or psychiatric evaluation.

## SOCIAL SERVICE OCCUPATIONAL GROUP [249]

CASEWORKER (continued)Examples of Typical Tasks (continued)

Assists individuals receiving mental health and drug rehabilitation treatment while incarcerated in the New York City correctional system to continue treatment after release; assesses clients' eligibility for concrete social services such as public assistance and/or housing; explores community mental health resources to identify appropriate service providers; works with clients to develop appropriate discharge plans and encourage use of services; makes referrals/appointments and follows-up to ensure the adequacy of aftercare services; advocates for clients as necessary.

Assesses client/patient relationships with family members; identifies the strengths, weaknesses and problem areas of the family group; assists the client/patient to identify the need for services; provides guidance/counseling to assist in the development of an appropriate service plan (e.g., independent living plan).

Determines eligibility for shelter, institutional or hospital services, and for day care placement of children.

Investigates cases involving an absent parent; aids in the enforcement of child support payments; provides counseling.

Provides supportive counseling to motivate clients/patients to successfully accomplish objectives set in the service plan; intervenes on the clients'/patients' behalf to secure benefits/entitlements, housing, employment, education, rehabilitation, health, counseling and other services.

Provides health-related and social services to clients/patients such as aged or disabled adults, multi-problem families, and the unemployed or underemployed.

## SOCIAL SERVICE OCCUPATIONAL GROUP [249]

CASEWORKER (continued)Examples of Typical Tasks (continued)

Assists homebound clients/patients in managing household finances; works with the client/patient to develop a plan designed to meet his/her basic average daily living needs.

Contacts client's employers, relatives, friends, hospitals, schools, other public and private agencies and community resources, as necessary, via field visits, mail or telephone.

Reports suspected cases of child neglect or abuse to New York State's Central Registry.

Reads client case records to gather information on background, agency contacts and other relevant matters to assess eligibility and/or need for social services and/or financial benefits.

Meets with the supervisor to discuss cases and develop plans of action.

Prepares and maintains written documentation and computer records, including case records, administrative forms and controls.

May work as a member of an interdisciplinary team; meets with the team to report on activities, share information, evaluate progress and plan future actions to be taken on cases.

May appear at administrative and/or court hearings related to clients/patients and/or cases.

CASEWORKER (continued)

Qualification Requirements

A baccalaureate degree from an accredited college.

Section 424-a of the New York Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-caring responsibilities is or has been the subject of a child abuse and maltreatment report. The agency has to discretion to assign a candidate who has been the subject of a child abuse and maltreatment report to a position with no child-caring responsibilities.

Direct Lines of Promotion

From: None

To: Supervisor I  
(Social Services) (52311)