

## SENIOR SOCIAL CASEWORKER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs complex social casework by evaluating the need for the type, level and range of services in the areas of child care, casework services to adults, families and/or children; and arranging for the delivery of services as provided under existing laws, rules, and regulations. Incumbents may be assigned to projects requiring the analysis and development of service delivery systems, and are expected to provide recommendations thereon. Assignments may also include more challenging casework services in child protective and emergency services requiring advanced level casework skills. Work is performed within the framework of laws, rules, regulations and guidelines, but with the expectation of independent initiative in case management, fieldwork and interviewing activities. This position also involves responsibility for acting in a leadership role by assisting with the training of new staff and providing guidance and expertise to existing staff on program and procedural changes, as well as providing interpretive and informational services. Supervision is not a responsibility of this class; however incumbents are expected to provide advice, guidance and leadership to other caseworkers and staff as the senior member of the unit and acts in the absence of the unit supervisor, as needed. Proficiency in both English and Spanish is required in the performance of duties. 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 to the home, foster care facility, school, hospital, court proceedings, etc. to determine living conditions, socioeconomic status, and other factors with regard to applicants, or for the recipient of care and services;

Makes collateral contacts necessary for understanding case issues and to enable planning for the management of case(s);

Evaluates the services provided to clients in area of assignment to determine their effectiveness; prepares recommendations for changes in services delivery as needed;

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

Interprets departmental programs to the community and clients;

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

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

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

EXAMPLES OF WORK: (Illustrative Only) (Continued)

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

May remove children from unsafe conditions and coordinate immediate provisions of service, as required;

May lift infants/children and necessary baggage, including car seats, during the removal process, as required;

Works overtime, holidays and weekends, as required;

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.

IF ASSIGNED TO THE MULTI-DISCIPLINARY TEAM (MDT):

Develops and coordinates procedures and standards for investigations involving severe physical injuries, fatalities and child sex abuse;

Gathers and maintains accurate and detailed records and statistics on MDT investigations;

Responds to issues that arise in MDT investigations and serves as inter-agency liaison;

Establishes training objectives for police departments and Child Protective Services (CPS) and develops curricula to meet these objectives;

Develops, coordinates and presents training and educational sessions in child sexual abuse for police and Child Protective Services workers;

Evaluates training and other responses by other jurisdictions to investigations involving severe physical injuries, fatalities and child sex abuse for possible inclusion or implementation in Westchester County;

Monitors joint investigative efforts by CPS and various police departments;

Facilitates follow-up investigations and interviews between the Law Department and the District Attorney's Office;

Devises and implements an inter-departmental case tracking system among: CPS, Law Department and District Attorney's Office;

Prepares regular reports of activities to monitor program effectiveness;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

May be required to remove children from unsafe conditions and coordinate immediate provisions of service;

May be required to lift infants/children and necessary baggage, including car seats, during the removal process;

Works overtime, holidays and weekends as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE 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 the family problems; knowledge of 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 read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; 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 two years of professional casework experience.

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 services, coordinating those services and conducting follow up visits to continually reassess client needs, and/or performing child welfare and/or child protective service functions including field visits, interviews and referrals of needed services.

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.