

ORANGE COUNTY CLASS SPECIFICATION

TITLE: CASEWORK ASSISTANT **GRADE:** 07

TITLE ABBREVIATION: CASEWORK ASST **TITLE NO.:** 6137

JURIS.CL: NC* **SALARY CODE:** 01 **EEO CODE:** AS **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:** VARIOUS

SUPERVISOR'S TITLE: CASE SUPERVISOR

*Approved as Non-Competitive for one year as part of the HELP Program 9/25/23 - 9/24/24

DISTINGUISHING FEATURES OF THE CLASS: The work involves the performance of supportive service functions associated with the implementation and maintenance of social service programs within the Department of Social Services and outreach to clients of a routine nature. The work is carried out in accordance with well-established guidelines. The purpose of the class is to relieve the professional staff of duties that can be performed at a lower skill level. Work is performed under the general supervision of a Case Supervisor with specific direction and review of work by Social Caseworker. Some leeway is allowed for exercise of independent judgment in routine matters. Incumbents are responsible for the safe operation of a motor vehicle in the transport of passengers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides Social Caseworker with information (e.g. family progress, conflicts etc.) gathered during home and/or office visitations with clients; attends appointments with consumers to provide assistance and support;

Assists Social Services unit staff in obtaining client hospital records, birth certificates and health related information;

Transports clients which may include responsibility for the care of young children while driving to various destinations and appointments;

Conducts and monitors parent-child visitation in foster care program, including sibling visitations;

Reviews data printout to monitor client activity (e.g. address change, employment status etc.); documents contacts with consumers in computer databases;

Advises clients regarding available preventative medical care and other Social Service programs for which they may be eligible;

Maintains client records for assigned units;

Prepares state and federally mandated rosters and informational letters for Social Service applicants;

Answers incoming telephone calls, refers or transfers call to appropriate staff member as required.

Uses computer applications such as word processing, e-mail, calendar, and other database software in performing work assignments; prepares and maintains files, documents and other correspondence;

Operates standard office equipment such as fax, scanners, copy machines, telephones, or computer terminals and printers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of organization functions, rules and policies; good knowledge of office terminology and procedures; skill in the operation of a motor vehicle; computer skill in the operation of a keyboard, computer applications such as word processing, e-mail, calendar, and database applications; clerical skills such as filing, record keeping, etc.; skills in observation and perception; ability to follow moderately complex oral and written directions; ability to get along with others; ability to deal effectively, with sensitivity to the reactions of others; ability to bend, lift, and carry 50 pounds while negotiating stairs; good judgment; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of thirty (30) credits and one (1) year of work experience in a public or private agency providing services to children, patients, or clients; OR
- (B) Graduation from high school or possession of high school equivalency diploma and two (2) years of experience as outlined in (A) above.

SPECIAL REQUIREMENTS:

- Must possess and maintain a valid driver's license;
- Ability to bend, lift, and carry 50 pounds while negotiating stairs.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.