

SENIOR CASEWORKER (FRENCH/CREOLE-SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is professional-level casework of a moderately difficult nature which involves managing cases in order to provide social services to, and having responsibility for, the well-being of primarily French/Creole-speaking clients, including their financial management. The work differs from that of a Caseworker (French/Creole-Speaking) in the difficulty of cases generally assigned. General supervision is received from a Case Supervisor and work guidance (e.g. lead work) may be provided to a small number of Caseworkers, generally on an occasional basis. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews case records, contacts and interviews clients, family and/or friends and speaks with other individuals who may provide additional information in order to identify individual and/or family problems and needs;

Meets with clients to formulate service goals and objectives and makes revisions when appropriate;

Coordinates and delivers a range of services to clients to enhance their circumstances or protect individuals who are unable to advocate for themselves;

Conducts home visits to evaluate the home environment and monitor progress towards achieving goals;

Conducts time sensitive field visits including in home, school, hospitals, etc. and transports clients to court, medical appointments, interviews, etc.;

Acts as a liaison with community organizations and provider agencies in order to secure services or clients or makes referrals, if necessary;

Consults with legal, medical, psychiatric and other professionals to ensure the formulation of meaningful service plans;

Updates case records, writes letters and referrals and completes forms and reports in accordance with local and state regulations;

Locates, studies and evaluates foster homes, boarding homes, adoptive homes and other forms of residential care;

Trains new Caseworkers by explaining agency rules and guidelines, work objectives and procedures, assists in resolving of work-related problems and reviewing work to monitor progress;

Enters service-related information, as needed;

May perform supervisory duties in the absence of the Case Supervisor, Grade B;

May attend workshops and training sessions designed to enhance casework skills.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of social casework; good knowledge of Federal, State and local public welfare laws and programs; good knowledge of the techniques of case recording; good knowledge of New York State and local case management systems (e.g. Adult Services Automated Program (ASAP), Child Welfare Automated Program (Connections))*; working knowledge of interviewing and investigative techniques; ability to establish and maintain cooperative relationships with others; ability to speak and understand colloquial French/Creole and to translate into acceptable English; awareness, knowledge and understanding of French/Creole culture and mores; ability to provide work guidance to others; ability to communicate effectively, both orally and in writing; ability to prepare reports.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and two (2) years of social casework** experience and/or counseling, mental health or education*** experience, or criminal justice casework****; or

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2. A Master's degree in Social Work, Psychology, Sociology, Criminology, Counseling, Education or comparable curriculum and one (1) year of social casework** experience and/or counseling, mental health or education experience, or criminal justice casework****.

NOTES:

1. All experience indicated in #1 and #2, above, shall be paid professional-level experience and must have been gained after completion of the Bachelor's and/or Master's degree. Unpaid experience, such as internships, externships, and/or volunteer experience, shall not qualify.
2. Incumbents are expected to possess a Level II proficiency in French/Creole (as defined by the Examinations Division of the State of New York Department of Civil Service)***** which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding a standard newspaper, correspondence and official documents.

SPECIAL REQUIREMENTS: When employed in any other department other than the Department of Social Services:

Possession of a valid driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

When employed in the Rockland County Department of Social Services:

1. Possession of a valid driver's license is required at the time of appointment and must be maintained throughout the course of employment in this title.
2. Applicants for designated positions with the Department of Social Services that may have regular or substantial unsupervised or unrestricted contact with children shall be subject to background checks according to the New York State Justice Center's Staff Exclusion List (SEL) and New York State Office of Children and Family Services Sitewide Central Register of Abuse and Maltreatment (SCR). Inquiries on current employees shall be made annually and prior to promotion but no more often than once in any six-month period (N.Y. Social Services Law 424-a). Candidates/applicants with conditional offers of employment may be required to submit the necessary fee(s) for background screening and inquiries shall be completed prior to employment hiring/start date. Refusal to sign the necessary clearance forms, submit the required associated fees and/or participate in the review process shall be cause for an automatic non-selection. In addition, inquiry responses are subject to evaluation and may result in disqualification pursuant to Section 50 of New York State Civil Service Law.

PROMOTION: Two (2) years of permanent status as a Caseworker, Caseworker (French/Creole-Speaking) or any equivalent parenthetical designation.

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*To be demonstrated during the probationary period.

**Social Casework is defined as maintaining a caseload of clients which includes making assessments for multiple services, coordination of services and performance of 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 does not include determining eligibility for benefits, such as food stamps, medical services, housing, child support, emergency services, day care, HEAP assistance, etc. or coordination thereof.

***Education experience is defined as experience gained while in a credentialed teacher position, performing work as a guidance counselor, social worker, or mental health counselor in a school-based setting.

****Examples of criminal justice casework includes individuals working as a Probation Officer or Probation Assistant, or Investigators or support staff working in a Police Department, District Attorney's Office, or Public Defender's Office.

*****French-Creole is a language that is derived from a combination of French and Creole. This language uses French vocabulary with West African syntax and is spoken predominately in countries in the Caribbean such as Haiti and, through immigration, in countries such as the United States and Canada.