

## CASEWORK AIDE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a paraprofessional position responsible for providing administrative support services to assist Caseworkers. Employees of this class assist the professional staff in helping the client group by direct and personal contact to meet emergencies and cope with stress situations, illness, or economic and social problems. The duties may also involve typing and related clerical functions that assist the professional staff in processing case records. Work is conducted under direct and close supervision from social caseworkers, and other senior staff. Supervision of others is not a responsibility of this position.

**EXAMPLES OF DUTIES: (Illustrative only)**

- Teaches parenting skills on a one-on-one basis to parents in their homes using set curriculum;
- Supervises visits for foster care children with their parents;
- Responsible for coaching parents in the areas of parental skills needs improvement;
- Responsible for typing case notes and other clerical functions;
- May be called upon to testify in court;
- Responsible for transporting clients and children to visitations, doctors appointments, counseling appointments, shopping, etc;
- Documents activities in case note format;
- Assists clerical staff and caseworkers with filing, preparing cases for microfilm, and telephone coverage;
- Provides supervision of foster care children awaiting transportation and/or visitation while at the Department of Social Services;
- Contacts the appropriate parties when there is a change in court order supervised visit schedule;
- May assist clients in managing their finances;
- Assists clients with day to day activities such as: grocery lists, shopping, laundry, etc;
- Assists in setting up housekeeping schedules;
- Coaches clients on housekeeping skills and meal preparation;
- May participate in casework conferences, if necessary;
- Makes home visits in order to assess household conditions;
- May keep an updated account of outstanding vouchers for representative payee cases.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:** Ability to establish and maintain effective working relationships with clients, children and co-workers; ability to operate a personal computer; ability to communicate effectively both orally and in writing; ability to organize and maintain accurate records and files; ability to follow oral and written directions; ability to aid clients with completion of required forms; ability to assist clients to meet their needs; ability to compile simple reports; maturity; tact; sensitivity; good judgment; physical condition commensurate with the demands of the position.

**ACCEPTABLE TRAINING AND EXPERIENCE:** Graduation from high school or possession of a New York State equivalency diploma.

**SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:** Possession of a valid Class D driver's license issued by the New York State Department of Motor Vehicles.

Competitive Class

Adopted 10/10/1989

Revised 10/30/1990; Revised 12/01/2011