

City of Dallas
Classification Specification

Title:	Senior Caseworker	Class Code:	26032
Application:	Career Series	Pay Grade:	I
Supplemental/Code:	Administrative/1	Established:	10/01/94
FLSA Status:	Exempt	Revised:	01/01/09

Position Purpose:

Plans, manages, and develops a specific program to ensure that comprehensive health or social services are available, accessible, affordable and effective for all clients and their families according to city, state and federal guidelines.

Essential Functions:

1. Manages, plans and monitors the treatment functions responsible for providing direct counseling and case management services to clients.
2. Makes budget recommendations and monitors and controls program budget to ensure that expenditures remain within allotted amount.
3. Develops program strategies, policies and procedures to provide and promote effective treatment methods, which conform to all legal requirements.
4. Monitors program performance and reports progress of performance indicators to manager to effectively assess the program's effectiveness.
5. Manages the daily operation of program to ensure that the program is operating in the most effective and efficient manner possible.
6. Develops and maintains program policies and procedures to meet city, state, and federal guidelines.
7. Manages program staff by hiring personnel, assigning and monitoring work, and ensuring that staff is properly trained to ensure that program operates efficiently.
8. Conducts group skills training for clients and their families to teach coping and other life skills to enable clients and families to effectively manage problems.
9. Maintains effective relationships with other social service agencies, volunteer groups, and various boards and committees to stay abreast of social services offered, recruit volunteers, solicit donations, or gain needed information.
10. Performs other duties as assigned.
11. Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills and Abilities Required to Perform Work:

Ability to supervise a social services and clerical staff.

Ability to administer a social/health services program.

Ability to effectively counsel clients.

Ability to communicate effectively, both orally and in writing.

Ability to effectively interact with clients from various socioeconomic backgrounds.

Ability to work closely with various agencies (law enforcement, schools, employers, health, welfare, etc.).

Ability to make verbal presentations to small or large groups.

Knowledge of social service resources in the community.

Knowledge of social and health issues and the ability to apply knowledge to the solution of diverse problems.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Working Conditions and Hazards:

Works in office and in field.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.