



Our Future Starts  
With *you!*

**POSITION:** Caseworker (HELPS)

**DEPARTMENT:** Albany County Department of Social Services

**SALARY:** \$57,182

**WORK LOCATION & HOURS:** 162 Washington Ave, Albany, NY 12210; M-F 8:30AM - 4:30PM

**BENEFITS:**

- ▶ Generous Paid Time-Off
- ▶ NYS Retirement System
- ▶ Work-Life Balance
- ▶ Health, Dental, Vision and Hearing
- ▶ Tuition Reimbursement
- ▶ Public Service Loan Forgiveness

**DESCRIPTION:**

The Department of Social Services is seeking applications to fill Caseworker vacancies in the Adult Services Division.

**APS:**

The work involves responsibility for providing social work services to individuals, families and/or caregivers. An incumbent investigates reports of suspected abuse and maltreatment, and/or assists clients with economic, emotional, social and environmental difficulties by making the necessary service referrals and linkages to address the social problems identified throughout the course of a case. The Caseworker, in consultation with a higher-level staff member, assesses risk and safety factors impacting individuals and formulates and carries out a plan to assist in meeting the need of the individual. The work is performed under the general supervision of a higher-level caseworker, or Case Supervisor B with extensive mandated training provided through the State and the agency. This position requires in-person interviews/assessments with clients.

**New York Connects:**

The Caseworker is responsible for staffing the NY Connects Call Center. The primary function is to answer consumer questions regarding available long-term services and supports in Albany County. Services range from helping people make informed decisions about long-term supports, assisting with accessing supports and services, following up with individuals, developing action plans, training in independent living skills, helping with housing, utilities, and employment and connecting clients to community resources.

**MINIMUM QUALIFICATIONS: EITHER:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree; **OR,**
- B. Licensed as a Registered Professional Nurse with one (1) year of professional nursing experience.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State driver's license at the time of appointment and throughout employment.

**Please submit a resume and transcript with this application.**

**POINT OF CONTACT FOR INQUIRIES:**

DSSinquiries@albanycountyny.gov

**Candidates will not have to take an exam for this title.** This is a Hiring Emergency Limited Placement (HELP) Program-designated title. The HELP Program is a temporary program designed to help local government employers address current staffing issues. Traditionally, the titles filled under the HELP Program required job candidates to compete in a competitive exam to be considered for employment. For the duration of the program, this title will be classified as non-competitive and categorized as a "HELP Program" position. At the close of the program, this position will revert to competitive class status. Employees occupying positions filled through the HELP Program will be granted competitive class status without the need to participate in a competitive exam.

