

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8159110

Social Work Assistant 1, Grade 14	8159110
Social Work Assistant 2, Grade 17	8159120

Brief Description of Class Series

Social Work Assistants perform case management and service coordination activities for individuals* in a variety of settings under the supervision of licensed master social workers. Incumbents interview individuals, their families, and/or others to gather background information, prepare case histories, and determine eligibility for services; advocate on behalf of and assist individuals in identifying and obtaining services; work with multidisciplinary treatment teams and assist in the development and implementation of treatment and service plans; coordinate services between agencies, programs, and providers; and follow-up to ensure individuals' needs are met.

Positions are classified in the Department of Health's Helen Hayes Hospital, State Education Department, Office of Children and Family Services, Office of Mental Health, and Office for People With Developmental Disabilities.

*Individual refers to a person who is being treated or cared for, and is used in place of patient, client, or other nomenclature specific to an agency.

Distinguishing Characteristics

Social Work Assistant 1: full performance level; under the supervision of a licensed master social worker, independently manages an assigned caseload; links individuals with agencies, programs, and services to meet their psychosocial needs; and may supervise lower-level direct care staff.

Social Work Assistant 2: advanced performance level; under the general supervision of a licensed master social worker, coordinates the management of an assigned caseload; links individuals with more complicated mental, social, emotional, behavioral, developmental, and addictive disorders, conditions, and disabilities with agencies, programs, and services to meet their psychosocial needs; and may supervise Social Work Assistants 1 and direct care staff.

Related Classes

Licensed Master Social Workers are licensed professionals who provide social work services to individuals in State facilities and programs; apply professional social work theory, principles, and methods to assess, evaluate, formulate, and implement a plan of action based on an individual's needs and strengths, and intervene to address mental, social, emotional, behavioral, developmental, and addictive disorders, conditions, and disabilities and the psychosocial aspects of illness and injury; and may also provide clinical services and psychotherapy to individuals if appropriately licensed or under the supervision of a licensed mental health professional in accordance with Article 154 of the Education Law.

Illustrative Duties

Social Work Assistant 1

The tasks and activities performed by a Social Work Assistant 1 vary based on the agency, facility, program, and/or setting to which a position is assigned. Therefore, a Social Work Assistant 1 may perform duties including but not limited to the following:

- Manages an assigned caseload to link individuals with agencies, programs, and services that meet their psychosocial needs.
- Conducts individual assessments with questionnaires, observations, and interviews with individuals, families, friends, and community service agencies to obtain background information and prepare case histories.
- Serves as a member of a multidisciplinary treatment team; presents case management information and observations; and participates in the development of individualized service plans and the revision of individual treatment programs.
- Assists and participates in individual, group, and family counseling sessions.
- Coordinates with county, municipal, and voluntary human service agencies regarding available services and assists in developing new or required services for individuals.
- Assists individuals in applying for services and completing paperwork; and conducts follow-up visits to ensure services meet individuals' needs.
- Advocates for the needs of individuals and ensures that they receive appropriate services, and their legal and human rights are protected; and promotes the effective and consistent utilization of services and resources.

- Prepares written assessments, progress notes, reports, letters, and other communications with individuals and service providers; and maintains a wide variety of individual records.
- Schedules medical, dental, and other clinical services for individuals.

May perform the full range of supervisory duties over lower-level direct care staff.

Social Work Assistant 2

Performs the tasks and activities of a Social Work Assistant 1; coordinates the management of an assigned caseload with multidisciplinary staff for individuals who present with more complicated mental, social, emotional, behavioral, developmental, and addictive disorders, conditions, and disabilities; and may perform the full range of supervisory duties over Social Work Assistants 1 and direct care staff.

Minimum Qualifications

Social Work Assistant 1

Open Competitive: a bachelor's degree in a human services field and one year of social work experience, or successful completion of a one-year traineeship.

Social Work Assistant 2

Promotion: one year of service as a Social Work Assistant 1.

Open Competitive: a bachelor's degree in a human services field and two years of social work experience.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualifications for appointment or examination.

Date: 2/2025

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