

**HOPE VI CASEWORK COUNSELOR**  
(Spanish Speaking)

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position performs specialized social services work in the HOPE VI and other support programs that lend service to the HOPE VI Community. Emphasis is placed on utilizing social support agencies identified in the HOPE VI support service plan, which is focused on moving families toward self-sufficiency. Work is performed under the supervision of the HOPE VI Manager of Support Services.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Performs casework counseling of public housing residents and program participants to improve living conditions, stabilize relationships and eliminate barriers to accomplish families' self sufficiency;
- Provides counseling services to community, giving special attention to youth program development;
- Assesses the needs of families to identify problems and provide assistance in developing solutions for families having difficulties becoming self-sufficient or improving their quality of life within the community;
- Maintains direct contact and interacts with social service agencies to develop and coordinate services for residents;
- Works with AHA/HOPE VI management and staff to provide communication and confirmation of services provided to individual families or agreements reached with outside agencies;
- Makes referrals to professional service providers to secure benefits and support assistance;
- May represent residents who unable to act independently in processing their referrals;
- Conducts home visit inspections and interviews to determine nature and extent of necessary services;
- Updates and maintains individual family achievements through computer system for review and compliance;
- Compiles statistical and case related reports and information regarding required services;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of modern social work principles, practices and techniques;
- Good knowledge of the social and economic needs of culturally diverse populations;
- Good knowledge of local service agencies' program availability and resources;

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- Good knowledge of the social-economic need within low-income families and individuals;
- Good knowledge of personal computers and office equipment;
- Ability to understand policies and operations of both the Albany Housing Authority and the HOPE VI Grant Application relating to support services and self-sufficiency requirements;
- Ability to exercise independent judgment and initiative;
- Ability to interview residents and evaluate individual and family needs;
- Ability to identify and modify social, psychological and/or environmental factors using referrals to government and private sector support services;
- Ability to speak publicly and facilitate public meetings;
- Ability to establish and maintain oral and written communication in both English and Spanish;
- Ability to work well with others;
- Tact;
- Courtesy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor’s Degree in counseling, social work, psychology or related field and two (2) years fulltime paid experience in direct social or economic casework of culturally diverse populations, working in a public or private social service agency adhering to acceptable standards; **OR**
- B. Graduation from a regionally accredited New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate’s Degree in counseling, social work, psychology or related field and four (4) years fulltime paid experience in direct social or economic casework of culturally diverse populations, working in a public or private social service agency adhering to acceptable standards; **OR**
- C. Any equivalent combination of training and experience as described in the limits of (A) and (B) above.

**SPECIAL NOTE:** Preference is given for candidates experienced in transcribing written material in English and Spanish.

**SPECIAL REQUIREMENT:** A valid NYS Driver’s License and availability of a personal vehicle is required at the time of appointment and for the duration of employment.