



SOCIAL WORKER I/II

DEFINITION

Under general supervision or direction, performs basic social services casework for the Health and Human Services Agency (Agency); identifies client needs for services and provides referrals; the fully qualified journey-level is expected to carry a caseload that can range from moderate to difficult cases; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisory or management personnel. Exercises no direct supervision over staff. May provide technical and functional direction to lower level staff.

CLASS CHARACTERISTICS

Social Worker I: This is the entry/trainee-level classification in the Social Worker class series. Employees in this class are learning casework methods, procedures, and policies, and carry a limited non-complex social services caseload under close supervision and receive in-service training; are given close and constant supervision while learning social work principles, social service programs, basic case work methods and techniques, and departmental rules, regulations, and procedures. Typical assignments are within child welfare and adult services programs; however, at the Agency's discretion, positions may be assigned to employment services to perform social services case work for employment services clients as required by department needs. As requisite skill and knowledge is developed, greater independence and the full scope of responsibility is exercised.

Social Worker II: This is the fully qualified journey-level classification in the Social Worker class series. Employees at this level are expected to carry a full caseload of moderately difficult cases requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for service. Typical assignments are within child welfare and adult services programs. However, at the Agency's discretion, Social Worker II may be assigned to employment services to perform social services case work for employment services clients as required by department needs. Employees work with a high degree of independence in administering services and in using Agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs.

This class is distinguished from Social Worker III in that the latter is the advanced journey-level classification, assigned the more complex cases, specialized functions, and/or lead worker duties.

Positions in the Social Worker class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Conducts interviews with clients, family members, and others in their home, in the office, or via telephone to assess the basic social, physical, and mental needs of clients and obtain health information in order to identify and provide social services.

- Performs case management of moderate difficulty and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Assesses reports of suspected abuse; may be required to work on-call; may provide information to law enforcement or district attorneys.
- Makes home visits in connection with casework assignments.
- Counsels or supports clients with complex or specialized needs; provides crisis intervention.
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with Agency, state, and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on the clients' behalf for most appropriate services including enabling services.
- Provides self-help information, education, and services; works with clients and caregivers to develop and improve caregiving and independent living skills.
- Interprets and evaluates policies, rules, regulations, and various reports to applicants, clients, and others within the scope of their responsibility.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations, and case plans to clients, families, and service providers.
- May testify in court.
- May be assigned to specialized functions.
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence.
- Receives casework consultation from professionally trained staff members.
- Provides community outreach for various Agency programs.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by positions at the entry (I) level while in a learning capacity.

Knowledge of:

- Socioeconomic conditions and trends.
- Basic principles of individual and group behavior.
- Principles and practices of note taking and report writing.
- Applicable federal, state, and local laws, rules, and regulations governing the operation of social services.
- General principles of public assistance policies and programs.
- Developing and preparing court reports, case plans, case narratives, and safety plans in automated computer systems.
- Entering and retrieving data and narratives from automated computer systems.
- Principles and practices of organization, workload management, and time management.
- Basic principles and techniques of interviewing and problem-solving methodology.
- Community organization and the social problems calling for the use of public and private community resources.
- Basic principles involved in the nature, growth, and development of personality and in-group processes.
- Basic strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Basic knowledge of mental health first aide consistent with the population being served.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Understand and learn the Agency programs, policies, and procedures.
- Obtain facts and recognize the relevance and significance.
- Analyze situations and adopt effective courses of action.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations.
- Develop skill in interviewing case recording and interpretation.
- Work within a community setting and effectively use appropriate resources and services.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Work effectively in emotionally charged or stressful settings/emergencies.
- Analyze data, interpret and apply directions, rules, policies, procedures, and regulations, and develop appropriate responses.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Performs all duties in conformance with the National Association of Social Workers Code of Ethics.
- Respect cultural differences.
- Organize and maintain work detail.
- Work with cases varying in difficulty/clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Social Worker I:

Equivalent to a bachelor's degree from an accredited four-year college or university in social or behavioral science, human services, psychology, anthropology, sociology, counseling education, gerontology, or a closely related field;

OR

Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, including fifteen (15) semester units or twenty-two and one half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*; and

One (1) year of full-time experience performing duties equivalent to the County's classes of Social Service Aide, Eligibility Specialist II, or Employment and Training Worker II;

OR

Three (3) years of full-time experience providing direct client services, such as independent living services or counseling in a group home setting to disadvantaged adults or children in a private or public agency.

*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, ethnic studies, human development, human services, psychology, social welfare, and sociology.

Social Worker II:

One (1) year of full-time experience performing duties equivalent to the County's class of Social Worker I;

OR

Two (2) years of full-time social work case management experience**; and

Thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, including fifteen (15) semester units or twenty-two and one half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*.

*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, ethnic studies, human development, human services, psychology, social welfare, and sociology.

**Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse, neglect, and exploitation; preparing court reports; responsibility for a long term caseload, monitoring compliance through home visits and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform

assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions and partially in the field when conducting home visits. As such, employees may have occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and direct exposure to hazardous physical conditions. Employees may be subject to clients or members of the public afflicted with behavioral disorders or who are under emotionally stressful conditions. Employees may interact with upset individuals connected with the client, staff, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work evenings, weekends, holidays, and on-call.