



SOCIAL WORKER I
~~SOCIAL WORKER -II~~

CLASSIFICATION

DEFINITION

Performs

Under general supervision or direction, performs basic social services casework; for the Health and Human Services Agency (Agency); identifies client needs for ~~more intensive casework~~ services and provides referrals; ~~carries~~ the fully qualified journey-level is expected to carry a caseload of ~~moderately~~ that can range from moderate to difficult cases; ~~manages a caseload of increasingly difficult cases;~~ and performs ~~other~~ related ~~work~~ 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

~~Working under close supervision, Social Worker I: This is the entry/trainee ~~class-level classification~~ in the ~~professional~~ 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~~ 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. ~~Unless a position is permanently allocated to the Social Worker I level due to the nature of the work, employees are expected to advance to the Social Worker II after one year of satisfactory performance at the trainee level.~~~~

Social Worker II

~~Working under general direction, 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~~ 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~~ Agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs.~~

Social Worker II differs

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 ~~leadworker~~lead worker duties.

~~SUPERVISION EXERCISED AND RECEIVED~~

~~Incumbents in the Social Worker I/II classification receive direct supervision from a Social Worker Supervisor, or other higher level supervisor or manager.~~

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 DUTIES/JOB FUNCTIONS (Illustrative Only)

Note: For Social Worker I, duties are performed at the entry/trainee level.

Duties may include, but are not limited to, the following:

Social Worker I

- > 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 ~~studies~~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~~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.
 - ~~Assists applicants and recipients in utilizing available resources~~
- > 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, ~~and~~ regulations of the agency, and various reports to applicants, clients, and others within the scope of their responsibility.
- ~~Makes home visits in connection with casework assignments~~
- > 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~~Agency programs.
 - ~~Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics~~
- > Performs related duties as assigned.

QUALIFICATIONS ~~Social Worker II~~

~~In addition to the duties above, which are performed independently at the full working level, additional duties may include:~~

- ~~Carrying a caseload that includes cases with issues of moderate difficulty~~
- ~~Counseling or supporting clients with complex or specialized needs; provides crisis intervention~~
- ~~Providing self help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills~~
- ~~Obtaining and evaluating policy, medical, and psychological reports~~
- ~~May serve as mentor to staff, orients staff, provides training and guidance on cases~~

EMPLOYMENT STANDARDS

~~Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition Section.~~

Social Worker I/II

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

Knowledge of:

- ~~Principles and practices of organization, workload management and time management~~
- ~~Principles and practices of note taking, report writing, English composition, grammar, punctuation, and spelling~~
- ~~Phone etiquette and interview techniques~~

~~Socio-economic~~

- > Socioeconomic conditions and trends.
- > Basic principles of individual and group behavior.
 - ~~Current issues in the field of social welfare~~
 - ~~Role and responsibilities of social workers~~
- > Principles ~~of interviewing~~and practices of note taking and ~~problem-solving methodology~~report writing.
 - ~~Basic public welfare programs on the Federal, State, and local level~~
- 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 ~~report~~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 ~~recording of social casework~~problem-solving methodology.
 - ~~Laws, rules, and regulations governing the operation of the public welfare agency and the role of a social worker~~
- > 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.
 - ~~The medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill~~
- > ~~The~~Basic strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- ~~Basic psychopathology, the different types~~knowledge of mental ~~illness diagnoses, how mental illness affects human behavior and mental~~ health ~~services~~first aide consistent with the population being served.
- Principles and techniques for working with groups and ~~treatments utilized~~fostering effective team interaction to ensure teamwork is conducted smoothly.
- > Techniques for providing a high level of customer service by ~~clients~~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~~Agency programs, policies, and procedures.
- > Obtain facts and recognize the relevance and significance.
 - ~~Organize and maintain work detail~~
 - ~~Establish and maintain effective client rapport and professional working relationships with agency staff, clients, and others~~
 - ~~Communicate effectively, both orally (phone and in person) and in writing~~
- > 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.
 - ~~Operate a personal computer and other office equipment and software~~

- Analyze data, interpret and apply directions, rules, policies, procedures, and regulations, and develop appropriate responses.
 - ~~Accept and use constructive feedback~~
- 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.
 - ~~Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses~~
 - MINIMUM—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.

QUALIFICATIONS (Education and/or Experience):

Social Worker I:

Pattern 1: Graduation

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

Pattern 2:

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 ~~a~~one half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*; and

AND

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

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, ~~education~~, ethnic studies, ~~history~~, human development, human services, ~~law, nursing, nutrition~~, psychology, ~~public health~~, social welfare, and sociology, ~~welfare, women's studies~~.

Social Worker II:

Pattern 1:

One (1) year of full-time experience performing ~~entry level social work case management industries equivalent to~~ the County's class of Social Worker I ~~classification in an Interagency Merit System (IMS) county;~~

OR

Pattern

Two (~~2: One (1) year~~) years of full-time social work case management experience**; ~~AND thirty~~ 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 ~~a~~ 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, ~~education~~, ethnic studies, ~~history~~, human development, human services, ~~law, nursing, nutrition~~, psychology, ~~public health~~, social welfare, and sociology, ~~welfare, women's studies~~.

**Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse ~~and~~, neglect, and exploitation; preparing court reports; responsibility for a long term caseload, monitoring compliance through home ~~calls~~ 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.

SPECIAL REQUIREMENT

~~Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.~~

DRIVER LICENSE REQUIREMENT

~~Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job related duties must possess a valid California Driver License for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case by case basis by the appointing authority.~~

History

~~Date Established: 01/22/76~~

~~Date Revised: 07/1/03~~

~~Date Revised: 11/07/07~~

~~Date Revised: 01/17/14~~

~~Date Revised: 11/18/16~~

~~Date Revised: 03/13/17~~

~~Date Revised: 8/6/19~~

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.