



## Career Service Authority

### Lead Social Case Worker

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs permanently assigned lead work over professional social case workers, assists a Social Case Worker Supervisor establish unit goals, plans, and specific unit functions, and provides intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation.

#### **DISTINGUISHING CHARACTERISTICS**

This class performs permanently assigned lead work over social case workers. This class is distinguished from a Social Case Worker Supervisor that performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services. This class is distinguished from a Senior Social Case Worker that performs full performance level intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation which requires independent judgment and a significant understanding and application of professional principles and departmental standards.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

***Level of Supervision Exercised:***

Performs permanently assigned lead work over professional social case workers.

**ESSENTIAL DUTIES**

Performs permanently assigned lead work over professional social case workers, provides guidance to social case workers regarding case planning, review, and permanence planning, assists supervisor distribute and balance workloads, and answers questions related to policies and procedures.

Participates in, gives advice, and consults with social case workers on unusual, difficult, or complex cases.

Trains social case workers in social work techniques and methodologies, orients workers with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws of state and federal agencies.

Assists the supervisor formulate planning initiatives, objectives, procedures, and guidelines for the assigned area.

Performs case management activities involving complex, difficult, and complicated problems/cases, assesses individual and family needs, develops an appropriate service and/or treatment plans, provides on-going counseling and referral services, and determines appropriate placement actions.

Establishes, maintains, and coordinates services and activities with relevant community agencies, monitors and evaluates activities of agencies contracted to provide a variety of social services, and evaluates progress of placements and/or other services.

Represents the department in accordance with Volume 7 and city rules and regulations.

Develops or modifies work plans, methods, and procedures and determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Prepares case records, reports, and documents and complies with state and federal standards in providing case notes, treatment plans, and evaluations.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

By position, testifies in court by providing expert testimony and preparing comprehensive reports that allow the court to make findings and recommendations that affect court-ordered treatment plans.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Writing** – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Self-Management** – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Leadership** – Initiates and sustains action to accomplish the goals of a department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local

stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Decision Making** – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Flexibility** – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention of Detail** – Is thorough when performing work and conscientious about attending to detail.

**Memory** – Recalls information that has been presented previously.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

Knowledge of advanced therapeutic counseling techniques, including group therapy.

Knowledge of the theories and practices of counseling and social work sufficient to perform the duties related to the work assignment.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Skill in making decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

Skill in applying theories, precedents, and techniques of social work for treatment of a client's behavior.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.  
Sitting: remaining in the normal seated position.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Far Acuity: ability to see clearly at 20 feet or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Contact with clients under a wide variety of circumstances.  
Subject to varying and unpredictable situations.  
Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Baccalaureate Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field.

***Experience Requirement:***

Three years of post graduation professional social case work at the type and level of Social Case Worker.

***Education/Experience Equivalency:***

A Masters Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field may be substituted for one year of the experience requirement.

***Licensure and/or Certification:***

Possession of a valid driver's license at the time of application.  
By position, possession of a Clinical Social Worker license under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 03/01/2006

**REVISED DATE:** 07/01/2007

**REVISED BY:** Patricia Anderson

**CLASS HISTORY** 3/1/2006 - This is a new class.  
7/1/2007 – An Education/Experience Equivalency Section was added to the class specification. The following statement was added to that section: A Masters Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field may be substituted for one year of the experience requirement.