



# Career Service Authority

## Senior Clinical Social Worker

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### GENERAL STATEMENT OF CLASS DUTIES

Provides intensive social work services including case management, assessment, counseling, and evaluation that require independent judgment and a significant understanding and application of professional principles and departmental standards.

### DISTINGUISHING CHARACTERISTICS

This class provides intensive social work services including case management, assessment, counseling, and evaluation. This class is distinguished from a Clinical Social Worker Team Leader that performs supervisory duties over professional social workers engaged in performing a variety of social services activities, provides direction and long range and short term planning, and assists with policy and procedure development and implementation. This class is distinguished from a Case Manager – Masters Level that

#### ***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:***

By position, performs lead work over para-professional employees.

**ESSENTIAL DUTIES**

Performs case management activities involving complex, difficult, and complicated problems/cases, assesses patients to determine a bio-psychosocial diagnosis, a patient's strengths, needs, and the factors that are contributing to the patient's problems, and prepares detailed evaluations.

Based on bio-psychosocial assessment, evaluates emotional components and the impact of health issues on a patient, assists patient identify strengths and dysfunctional factors, establishes a detailed and coordinated treatment plan with a patient/client, her/his support system, and other health professionals to set up goals and priorities, and identifies community resources that will enhance a patient's quality of life.

Applies individual, group, and family functioning principles to ensure the appropriateness of treatment methods to assist patient in achieving treatment goals.

Consults, negotiates, and coordinates with internal and external resources to assure collaborate efforts to maximize patient outcomes.

Identifies appropriate community resources/services, establishes, maintains, and coordinates services with community agencies, and evaluates services provided by identifying service gaps and suggesting alternatives.

Provides leadership in facilitating multidisciplinary communications and patient care meetings and utilizes information to assess and reassess patient care needs.

Acts as a consultant and advisor to other members of a multidisciplinary team.

Prepares written documentation using medical terms, abbreviations, diagnosis, treatment, and prognosis as required by the department.

Complies with rules and laws effecting practice including maintaining an active Colorado State License of Clinical Social Worker and credentialing required by the department and observes rules governing ethical practice and relevant laws to social work practice.

By position, researches, writes, and administers grant funded projects.

By position, performs lead work over para-professional employees, trainees, and interns.

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.

**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 patient populations cultural, religious, ethnic, and social systems sufficient to be able to establish care plans and provide education.

Knowledge of medical terms, abbreviations, diagnosis, treatment, and prognosis sufficient to be able to use both verbally and in writing.

Knowledge of major concepts, principals, and theories of normal and abnormal human development and its application to specific age groups sufficient to be able to establish working differential diagnosis.

Knowledge of social work practices and methods sufficient to be able to assess, diagnose, and determine factors disrupting the patient's daily life.

### ***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.

### ***Working Environment:***

Contact with patients 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:***

Master's Degree in Social Work.

***Experience Requirement:***

Two years of full time post Master's Degree social work practice under the supervision of a licensed or equivalently qualified social worker.

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

Must be a licensed Clinical Social Worker under the provisions of the Colorado Revised Statutes for the State Board of Social Worker Examiners by the completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 10/16/2005

***REVISED BY:*** Patricia Anderson

***CLASS HISTORY*** This class has been revised and updated.