



Career Service Authority
Senior Social Case Worker

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

This class performs full performance level intensive social case work services including case management, counseling, referral, placement, and assessment/evaluation. This class is distinguished from a Lead Social Case Worker that 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. This class is distinguished from a Social Case Worker that performs standard performance level social case work services including case management, counseling, referral, placement, and assessment/evaluation on less complex assignments and receives supervision on more complex assignments.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

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 with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

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.

Conducts initial needs assessment, ascertains nature and extent of complaint, severity of problems, and potential dangers to individual/family, and elicits information to determine client's/family's medical, employment, economic, educational, and emotional history.

Reviews case records for client/family profiles, socio-economic history, financial and social problems, individual perspectives and perceptions, attitudes, behavior, and other factors, observes interactions of client and family members, and evaluates social information concerning families with unusual or chronic social service problems.

Develops and implements a treatment plan to provide a variety of social services referrals and to define goals and objectives, determines need for social, behavioral, medical, and/or psychological services, provides individual/family counseling and crisis intervention, refers clients to support agencies, and monitors individual and family progress, cooperation, and acceptance of services.

Serves as a member of an interdisciplinary treatment team, participates in defining, establishing, and implementing treatment goals and plans, and provides casework and group work services.

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.

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

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.

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.

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 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 experience.

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. For positions specific to Child Welfare, completion of an approved field placement in a county department of social services will substitute for one year of the required experience.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/01/1998

REVISED DATE: 07/24/11

REVISED BY: Patricia Anderson

CLASS HISTORY 2/1/2006 - This class specification has been revised and updated. 1-17-2006, the education, experience, and equivalency statements have been clarified. The change involves stating that applicants must possess a baccalaureate degree and post graduation professional experience.
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.
7/2011- The equivalency statement was expanded to allow for completion of an approved field placement in a county department of social services to substitute for one year of the required experience for positions specific to Child Welfare.