



## Career Service Authority

### Social Case Worker

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

Performs standard performance professional 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.

#### **DISTINGUISHING CHARACTERISTICS**

This class 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. 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. This class is distinguished from a Staff Social Case Worker that performs entry level professional social case work while receiving training in the principles, practices, procedures, and applications of case work methods and techniques and develops the knowledge and skills to perform case management.

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

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***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:***

No supervisory duties.

**ESSENTIAL DUTIES**

Performs case management activities involving less complex problems/cases, assesses individual and family needs, develops appropriate service and/or treatment plan, and provides counseling, referral, and placement services.

Conducts initial needs assessment, ascertains nature and extent of complaint and severity of problems, and interviews defined clients and/or family members to elicit information to determine client's/family's medical, employment, economic, educational, and emotional history.

Evaluates client's needs, interest, motivation, and pattern of responsibility, reviews case records for client and family profiles, socio-economic history, previous treatment and services experience, and/or special problems and needs, and reviews and discusses case, problems, prognosis, behavior patterns, and needed services with a supervisor or other senior level staff.

Develops and implements a treatment plan that provides a variety of social services and referrals to meet social, behavioral, medical, and/or psychological needs, recommends and refers clients to appropriate support agencies and programs, and provides continuous counseling and crisis intervention to achieve objectives.

Establishes, maintains, and coordinates services and activities with relevant community agencies, monitors and evaluations 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 compiles with state and federal standards in providing case notes, treatment plans, and evaluations.

By position, testifies in court as needed by providing expert testimony and preparing comprehensive reports that allow the court to make finding 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.

**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.

Skill in interpreting and applying written guidelines, precedents, and work practices to standardized work situations or specific cases.

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.

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

Contacts with client 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:**

One year of post graduation professional social case work experience **OR** two years of post graduation experience developing treatment plans with families and/or working with abused/neglected children or children involved in the mental health system or juvenile justice system.

**Education/Experience Equivalency:**

A Masters Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a closely related field may be substituted for the experience requirement. For positions specific to Child Welfare, a Bachelor's of Social Work degree with a major in public child welfare and successful completion of an approved field placement in a county department of social services will substitute for the minimum education and experience requirements.

**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**

3/1/2006 - This class specification has been revised and updated.

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 the minimum experience requirement.

7/2011- The equivalency statement was revised to allow for a Bachelor's of Social Work degree with a major in public child welfare and successful completion of an approved field placement in a county department of social services to substitute for the minimum education and experience requirements for positions specific to Child Welfare.