

Job Class Title Social Worker II

Performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; carries a caseload of moderately difficult cases; manages a caseload of increasingly difficult cases; and performs other related work as assigned.

General
Description

Working under general direction, Social Worker II is the journey level in the Social Worker 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 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 or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs.

Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned the more complex cases, specialized functions and/or leadworker 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.

Minimum
Qualifications EITHER

Pattern 1: One (1) year of full-time experience performing entry level social work case management comparable to the Social Worker I classification in an Interagency Merit System (IMS) county;
or

Pattern 2: One (1) year of full-time social work case management experience** and thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science*

** Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse

and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls 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.

Desired Qualifications

Work Performed

Typical Duties:

Duties may include, but are not limited to, the following. For Social Worker II, duties are performed independently at the full working level.

Conducts interviews with clients, family members, and other 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 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 provide information to law enforcement or district attorneys

Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with 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 clients behalf for most appropriate services including enabling services.

Assists applicants and recipients in utilizing available resources.

Interprets policies, rules, and regulations of the agency 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 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.
Carries a caseload that includes cases with problems of moderate difficulty.
Counsels or supports clients with complex or specialized needs; provides crisis intervention.
Provides self-help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills.
Obtains and evaluates 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.

Knowledge of:

Principles and practices of organization, workload management and time management.

Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.

Phone etiquette and interview techniques.

Socio-economic 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 problem-solving methodology.

Basic public welfare programs on the Federal, State, and local level.

General principles of public assistance policies and programs.

Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems.

Enters and retrieves data and narratives from automated computer systems.

Basic principles and techniques of interviewing and recording of social casework.

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.

Knowledge of 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.

Knowledge of the strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.

Knowledge of basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.

Ability to:

Understand and learn the 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.

Respect cultural differences.

Work with increasingly difficult cases /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.

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven

Other Information 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.