



Office of Human Resources  
Social Case Worker - CA2686  
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### General Statement of 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.

### Level of Supervision Exercised

None

### 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.

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.

## Competencies

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

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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

**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 of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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

**Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

## Knowledge & Skills

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.

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

## Education Requirement

Bachelor's Degree in Social Work, Psychology, Sociology, Guidance and Counseling, or a related field.

**Experience Requirement**

One (1) year of experience as a professional social case work experience at the type and level of Social Case Worker.

**Education & Experience Equivalency**

No substitution of experience for education is permitted.

Additional appropriate education may be substituted for experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

By position, must be able to speak and/or write in Spanish.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

Social Case Worker, By position, Bilingual

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-807**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**