



Office of Human Resources Social Case Worker Lead - CA2694

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General Statement of Duties

Performs regularly 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.

Distinguishing Characteristics

This class performs regularly assigned lead work over social case workers. This class is distinguished from a Social Case Worker Supervisor that performs supervisory duties over professional social case workers engaged in performing a variety of social services activities including counseling, referral, placement, and related services. 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.

Level of Supervision Exercised

Performs regularly assigned lead work over professional social case workers.

Essential Duties

Performs permanently assigned lead work over professional social case workers, provides guidance to social case workers regarding case planning, review, and permanence planning, assists supervisor distribute and balance workloads, and answers questions related to policies and procedures.

Participates in, gives advice, and consults with social case workers on unusual, difficult, or complex cases.

Trains social case workers in social work techniques and methodologies, orients workers with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws of state and federal agencies.

Assists the supervisor formulate planning initiatives, objectives, procedures, and guidelines for the assigned area.

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.

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.

Develops or modifies work plans, methods, and procedures and determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

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

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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.

Competencies

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

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.

Education Requirement

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

Experience Requirement

Three (3) years of post graduation 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

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.

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.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

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

By position, Licenses/Certification

Assessment Requirement

By position, Bilingual

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-809

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: