



Office of Human Resources  
Social Case Worker Senior - CA2690  
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### General Statement of 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 Social Case Worker Lead 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.

### 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.

## Competencies

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

**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.

**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.

**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**

3-Medium (20-50 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 50 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

By position, Bilingual

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-808**

**FLSA Code: Y**

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

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**