



Office of Human Resources
Social Case Worker Senior - LA2935
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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 closely 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

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases

Subject to injury from moving parts of equipment

Potential exposure to unpleasant elements (accidents, injuries, and illness)

Subject to varying and unpredictable situations

Handles emergency or crisis situations

Subject to many interruptions.

Potential exposure to cold temperatures, cold enough to cause bodily discomfort.

Potential exposure to cold weather conditions (indoor/outdoor).

Potential exposure to hazardous conditions where there is danger to life, body, and/or health.

Potential exposure to infections and contagious diseases.

Potential exposure to risk of blood-borne diseases.

Personal Safety: aware of surroundings, people, and events.

Subject to bites and scratches from animals.

Subject to varying and unpredictable situations.

Subject to: traffic, roadways, and pedestrians.

Level of Physical Demand

For DPL Positions Specifically:

3-Medium (20-50 lbs.)

Physical Demands

For DPL Positions Specifically:

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

Agility Ability to move quickly and easily.

Standing: Remaining in a stationary position.

Walking: Ability to move or traverse from one location to another.

Sitting: Remaining in a stationary position.

Lifting: Moving objects weighing no more than 50 pounds from one level to another.

Carrying: Transporting or moving an object.

Pushing: Exerting force upon an object so that it moves away from the person.

Pulling: Exerting force upon an object so that it is moving to the person.

Climbing: Ascending or descending an object or ladder.

Balancing: Maintaining equilibrium.

Stooping: Positioning oneself low to the ground.

Kneeling: Assuming a lowered position.

Crouching: Positioning body downward and forward.

Crawling: Moving about in a low or crouched position.

Reaching: Extending the hands, arms, or other device in any direction.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Fingering: Picking and pinching, through use of fingers or otherwise.

Talking: Communicating ideas or exchanging information.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Repetitive motions Making frequent or continuous movements.

Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.

Standing/Walking: Moving from area to area and public contact.

Written Comprehension: Ability to discern the meaning of written words

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Depth Perception: Ability to judge distances and space relationships.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Color Vision: Ability to distinguish and identify different colors.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

By position, Bilingual

Probation Period

None

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: