



## Office of Human Resources

### Social Case Worker Staff

#### General Statement of Duties

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.

#### Distinguishing Characteristics

This class performs entry level professional social case work. This class is distinguished from a Social Case Worker that performs standard performance level social work services including case management, counseling, referral, placement, and assessment/evaluation on less complex assignments and receives supervision on more complex assignments.

#### Guidelines, Difficulty and Decision-Making Level

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color, or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

#### Level of Supervision Received & Quality Review

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

#### Level of Supervision Exercised

None

#### Essential Duties

Receives on-the-job training on acceptable case work methods and techniques in order to perform a variety of counseling, referral, and placement functions.

Attends training sessions to learn concepts, principles, practices and application of case work, studies applicable rules and regulations, and receives instruction in the interpretation and application of appropriate laws, rules, regulations, and procedures.

Trains and assists in interviewing clients and family members, documenting family history, assessing family problems and needs, and developing treatment plans.

Receives training and instruction in identifying and interpreting social, occupational, and environmental factors related to a case and the internal and external resources available.

Performs increasingly more responsible work as the employee gains experience and independently provides basic case work services.

Assists in the establishment and maintenance of case files, records, and other required documentation and the preparation of periodic reports.

By position, supervises therapeutic programs for children with mental health issues.

By position, under the supervision of a licensed therapist, diagnoses children in a residential treatment center and supervises family group therapy sessions.

By position, physically restrains children and administers medications. 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

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 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.

### Education Requirement

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

### Experience Requirement

None

**Education & Experience Equivalency**

No substitution of experience for education is permitted.

**Licensure & Certification**

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

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

**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. Exposed to danger of assaults.

Exposure to unpleasant client and/or unit elements (accidents, injuries, illness).

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.

Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving the nature of sounds by 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

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**FLSA Code: N**

**Management Level: 10**

**Established Date: 8/1/2018**

**Established By: Lori Schumann**

**Revised Date:**

**Revised By:**

**Class History:**