

## CLASS SPECIFICATION



**CLASS:** Social Worker III- (AS)  
**ALLOCATION:** Health & Human Services Department  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** July 2001  
**REVISED:** 10/2013; November 2019

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### **JOB SUMMARY:**

This is a deep class, in which placement is normally determined by three requirements: level of experience, educational levels attained and the complexity of the work to which assigned. Incumbents are fully competent to independently perform case management service provision of a complex or sensitive nature, prepare detailed, complex court documents and testify in court as required. Incumbents perform social services case work of a complex nature in providing a variety of social services to County residents; depending upon level to which qualified and assigned, perform case work of varying scope and complexity and perform related work as assigned.

### **Social Worker III:**

Under limited supervision incumbents are fully competent to independently perform case management of a complex or sensitive nature requiring professional knowledge and training. This is the advanced journey-level in the adult services social work series.

### **CLASS CHARACTERISTICS:**

This position reports directly to a Social Worker Supervisor (AS) or other higher-level supervisor or manager. This class is distinguished from the Social Worker Supervisor (AS) class in that the latter is the first full supervisory level in this professional class series.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Respond to all emergency response referrals to Adult Services for potential abuse cases to elderly, medically fragile, dependent and/or disabled adults.
- Assess referrals, handle crisis situations, and provide intervention within mandated timeframes on referrals of suspected abuse.
- Conduct investigations of a complex and sensitive nature. Evaluate clients for possible social, behavioral, medical or mental health issues.
- Identify problems and issues, develop appropriate methods of meeting clients needs; determine eligibility to in-home services within program regulations.
- Establish and monitor case service plans; provide and coordinate services between in-home providers and clients; assess outcomes.
- Interview and counsel a diverse population referred for services, handling the most complex and sensitive cases.
- Perform in-home assessments and reassessments as required to identify problems and in consultation with the clients develop appropriate types and methods of meeting client needs; participate on a multi-disciplinary team, with a professional level of authority and participation to develop an appropriate case services plan; enforce program regulations.
- Identify, present and arrange alternative solutions for client issues and problems, such as social and financial needs of clients; set priorities and work with clients to resolve issues and problems; provide intervention and arrange for counseling services as required.
- Inform and refer clients and assist them in utilizing available community resources in such areas as employment and training, debt counseling, legal aid, housing, medical treatment or financial assistance and provide concrete information about accessing services.
- Work with the criminal justice system, including law enforcement, District Attorney and including criminal, family law, juvenile or probate court.
- Prepare detailed and complex court documents; testify in court as required.
- Interpret and explain program rules and responsibilities to clients; ensure that program regulations are met.
- Investigate and prepare reports and recommendations regarding assigned cases and their disposition.

- Maintain accurate records and files; gather and prepare statistical data.
- Monitor developments in the social services field, including proposed legislation and court decisions, evaluate their impact upon County operations and may recommend appropriate action or policy and procedure modification.
- Make home visits in connection with casework assignments.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May direct the work of staff on a project or day-to-day basis.
- Use standard office equipment, including a computer, in the course of the work.
- May drive a motor vehicle to attend court sessions and meetings, interview individuals and visit case sites.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

**Social Worker III:**

- The goals and objectives of public social services.
- Principles, methods, and procedures for evaluation and rehabilitation of dysfunctions, and for career counseling and guidance.
- Social service case work principles and practices, including both group and individual counseling.
- Rules and regulations related to all adult social services administered by the department.
- Community resources providing social services, health services, nutritional information, housing, child care, transportation, employment and training and other necessary client services.
- Medical, psychological and socio-economic conditions that affect the work of a public social services agency.
- Human behavior and performance; individual differences in ability, personality and interests; learning and motivation.
- Group behavior and dynamics, societal trends and influences, ethnicity, cultures and their history and origins.
- Mathematics sufficient to interpret client income and expense information and to calculate benefits within program guidelines.
- Applicable laws, rules and regulations.
- Case management and analytical techniques.
- Computer applications related to the work.
- Record keeping principles and practices.
- Professional level approach and techniques used in a broad range of circumstances.
- Program eligibility requirements and regulations for a variety of social services programs.
- Current problems and methodology in the field of public social services.
- Techniques for working successfully with other employees in a lead capacity.

**Skill in:**

- Defining issues, performing social services research, analyzing problems, evaluating alternatives and making appropriate recommendations.
- Monitoring/Assessing performance of self, individuals or organizations to make improvements or take corrective action.
- Being aware of others' reactions and understanding why they react as they do.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Representing the County effectively in hearings and meetings with other agencies.
- Using initiative and independent judgment within general policy guidelines.
- Preparing clear, concise and accurate correspondence, reports and other documents and written materials.
- Establishing, maintaining, researching and verifying client information and computer produced client data and files.

- Planning, directing and reviewing the work of others on a project or day-to-day basis.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

**Ability to:**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Communicate effectively, both orally and in writing, in person and over the telephone.
- Establish and maintain client rapport on an individual basis.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules and regulations.
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Develop skill in interviewing, case recording and interpretation and combine pieces of information to form general rules or conclusions in developing clients' service plans.
- Perform calmly, purposefully and appropriately in emergency and stressful situations.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to frequently and repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Regularly twist, bend and reach various office equipment; intermittently walk, stand, stoop, lift or carry items weighing up to 40 lbs; regularly drive a motor vehicle to attend meetings and visit clients.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Generally a typical office environment.
- Potential exposure to contagious or infectious diseases or hazardous substances and chemicals.
- Work with hostile or abusive individuals.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

**Special Requirements:**

- Attend meetings outside of normal working hours.
- Work on call and respond to emergency situations during weekends, holidays and other off-hours shifts.
- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Bachelor's degree from an accredited institution in a related field (including but not limited to psychology, sociology, social work) and at least two (2) years paraprofessional case management equivalent to the County's class series of Social Worker I/II.

**PREFERRED:** In addition to the minimum, A Bachelor's degree in Social Work and additional years of experience as previously defined.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Health & Human Services Approval:  
Date:

EEOC: B  
WC: 9410

Human Resources Approval:  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_