

## CLASSIFICATION SPECIFICATION



**CLASSIFICATION:** Social Worker II  
**ALLOCATION:** County-Wide  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** Circa 1990  
**REVISED:** October 2007; November 2019

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### **JOB SUMMARY:**

Under general supervision, incumbents perform moderately complex social services case work by providing a variety of services to County residents; conducting field visits; identifying, assessing and arranging alternative solutions to clients' needs and obstacles; carry a moderately complex caseload; prepare and monitor plans; prepare court reports, depending on area of assignment; ; and perform related work as assigned. The work may be related to a specific program area or to more general social service benefit provision.

### **CLASS CHARACTERISTICS:**

Social Worker II is the journey-level in the social work series. This position reports directly to a Social Worker Supervisor II or other higher-level supervisor or manager. This class is distinguished from the Social Worker III class in that the latter is the advanced and master journey-level and independently performs complex and sensitive case work and specialized functions requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for services and/or lead-worker duties.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Perform case management of moderately complex cases.
- Interview and counsel a diverse population of clients; isolate barriers to self-sufficiency; and evaluate need for services and/or make appropriate referrals to training, public assistance and social services programs.
- Assess and evaluate clients' education, work experience, skills, abilities; job interests; possible social, behavioral, physical and/or mental health problems and develop appropriate plans and methods of meeting client needs and goals.
- Identify, present and arrange alternative solutions for client obstacles and needs, such as child care, prenatal care, substance abuse treatment, vocational training, parenting support, mental health counseling, transportation, housing, financial needs, in-home supportive services; provider-client service coordination; employee-employer relations and life skills; set priorities and work with clients to resolve issues and problems; provide intervention and arrange for counseling services as required; coordinate with a multi-disciplinary team to develop appropriate case treatment plans; enforce program regulations.
- Conduct field/home visits, assessments, and reassessments as required to monitor and investigate progress and compliance with plans and programs or educate clients on solutions to problems which hinder successful completion of plans/goals.
- Investigate and prepare reports and recommendations regarding assigned cases and their disposition.
- Handle crisis situations within specific guidelines or refer to community resources for immediate assistance.
- 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 provides concrete information, such as where to go and how to apply.
- Prepare and review court pleadings, depending on area of assignment.
- Interpret and explain program rules and responsibilities to clients; ensure that program regulations are met.
- Maintain accurate records and files; gather and prepare statistical data.
- Recognize, analyze, and recommend alternate solutions within other social services disciplines.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Uses standard office equipment, including a computer, in the course of the work; may drive a County or personal motor vehicle to attend meetings, interview individuals and visit case sites.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- The goals and objectives of public social services.
- Laws, rules and regulations related to the program area(s) to which assigned.
- Social service case management principles and practices and analytical techniques.
- 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.
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- Computer applications related to the work.
- Record keeping principles and practices.
- Professional level approach and techniques used in a broad range of interactions and circumstances.
- Program eligibility requirements and regulations for a variety of social services programs.

### **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.
- Organizing own work, managing multiple projects and meeting critical deadlines.
- Maintaining accurate records and files.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.

### **Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- 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.
- Develop creative ways to solve a problem.
- Develop skill in interviewing, case recording and interpretation.
- Combine pieces of information to form general rules or conclusions, including finding a relationship among seemingly unrelated events.

**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 repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Frequently use a computer keyboard and mouse; regularly twist, bend and reach various office equipment; intermittently walk, stand, stoop, lift or carry items weighing up to 40 lbs;
- During field/home visits: mobility to walk on wet/slippery or uneven surfaces; maneuver through client homes; and evade aggressive dogs or clients.
- 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:**

- 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 the County 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.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation, which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- May be required to work outside normal working hours including evenings, weekends, holidays and other off-hours shifts.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Sixty (60) college level semester units with at least 30 units in a related field, (including but not limited to psychology, sociology, social work) and at least one (1) year equivalent to the County's class series of Social Worker I.

**PREFERRED:** Bachelor's degree from an accredited institution in a related field and additional years of case management experience.

**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.**

Dept Approval:  
Date:

EEOC: E  
WC: 9410

Human Resources Approval:  
Date:

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

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