

CLASSIFICATION SPECIFICATION



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| CLASSIFICATION: | Social Worker III/Social Worker III-Master's Level | ESTABLISHED: | Circa 1990 |
| ALLOCATION: | County-Wide | REVISED: | November 2019 |
| FLSA STATUS: | Non-exempt | | |
| UNION AFFILIATION: | YCEA | | |

JOB SUMMARY:

Under general supervision, incumbents are fully competent to independently perform the most complex and sensitive social services case work by providing a variety of services to County residents; identify, access and document abuse and neglect cases; provide counseling and support services to children and parents; refer clients to services; prepare detailed, complex court documents and testify in court as required; 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:

The Social Worker III and the Social Worker III – Master's Level are the advanced journey-level classes in the general social work series. These positions report directly to a Social Worker Supervisor III or manager. The Social Worker III is distinguished from the Social Worker III – Master's Level in that the latter has a Master's degree from an accredited institution and has successfully completed the first year of CDSS core training program pursuant to Welfare and Institutions Code Section 16206. The Social Worker III and Social Worker III – Master's Level classes are distinguished from the Social Worker Supervisor class in that the latter is the first full supervisory level in this professional class series.

EXAMPLES OF DUTIES:

Essential:

- Respond to referrals of suspected adult or child abuse and neglect from the public and mandated reports.
- Interview and counsel a diverse population referred for services, handling the most complex and sensitive cases.
- Conduct extensive investigations of a complex and sensitive nature.
- Perform in-home and face-to-face interviews to assess problems and develop appropriate types and methods of meeting client needs; handle crisis situations; participate on a professional multi-disciplinary team, with a high level of authority and participation to develop an appropriate case services plan; enforce program regulations.
- Make field/home visits as required in connection with casework assignments.
- Observe and assess interaction between family members and provide coaching and counseling regarding interpersonal relationships.
- Identify, present and arrange alternative solutions for client issues and problems, such as social and financial needs of clients; possible social, behavioral, physical or mental health or substance abuse problems; set priorities and work with clients to resolve issues and problems; provide intervention and arrange for counseling services as required.
- Undertake intensive long or short-term case service plans, which require a comprehensive fund of professional knowledge with the aim of improving or restoring individual or family functioning.
- 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, such as where to go and how to apply.
- Prepare detailed and complex court documents; testify in court as required.
- Work with the criminal justice system, including family law, probate and juvenile court and initiate requests for assistance as required; mediate matters between the juvenile court and the family law court.
- 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.

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 County or personal motor vehicle to attend court sessions and meetings, interview individuals and visit case sites.

EMPLOYMENT STANDARDS:**Knowledge of:**

- 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 the program area(s) to which assigned.
- Physical and mental health principles and the impact on the personality.
- 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.
- 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, court 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.
- 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 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.
- Apply the principles of psychology and family relationships.
- Evaluate personal psychological factors in the child, adult and/or family's situation.
- Establish and maintain client rapport on an individual basis.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- 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 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.

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; lift children or other items into vehicles; 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 exposure to individuals who may be hostile or place the incumbent in a potentially harmful situation.

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.
- In accordance with the Welfare and Institutions Code Section 16206, successfully complete the CDSS core training program within one year of appointment; and subsequent CDSS core training program within two years of appointment.
- Complete continuing education training hours as required.

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.
- Work on call and respond to emergency situations during weekends, holidays and other off-hours shifts.
- Attend meetings outside of normal working hours.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

Social Worker III:

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 case management experience equivalent to the County’s class series of Social Worker I.

PREFERRED: In addition to the minimum, two (2) years case management experience equivalent to the County’s class of Social Worker II.

Social Worker III – Master’s Level:

MINIMUM: In addition to the minimum for the Social Worker III, a Master’s degree from an accredited institution in a related field and successful completion of the CDSS core training program pursuant to Welfare and Institutions Code Section 16206.

PREFERRED: In addition to the minimum, a Master of Social Work (MSW) or a Master’s degree from a two year marriage family, child counseling program (MFCC).

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: B
WC: 9410

Human Resources Approval:
Date:

Signature: _____

Signature: _____