

## **SOCIAL WORKER II**

### **DEFINITION**

Performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; carries a caseload of moderately difficult cases; manages a caseload of increasingly difficult cases; and performs other related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Working under general direction, Social Worker II is the journey level in the Social Worker series. Employees at this level are expected to carry a full caseload of moderately difficult cases requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for service. Typical assignments are within child welfare and adult services programs; however, at the agency's discretion, Social Worker II may be assigned to employment services to perform social services case work for employment services clients as required by department needs. Employees work with a high degree of independence in administering services and in using agency or community resources.

Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned the more complex cases, and specialized functions.

### **REPORTS TO**

Social Services Supervisor or Program Manager/Assistant Director

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## **SOCIAL WORKER II- 2**

### **EXAMPLES OF DUTIES**

- Conducts interviews with clients, family members, and other in their home, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services.
- Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Assesses reports of suspected abuse; may provide information to law enforcement or district attorneys.
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Interprets policies, rules, and regulations of the agency to applicants, clients and others within the scope of their responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases.
- Communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- May testify in court.
- May be assigned to specialized functions.
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence.
- Receives casework consultation from professionally trained staff members.
- Provides community outreach for various agency programs.
- Maintains client confidentiality.
- Performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Carries a caseload that includes cases with problems of moderate difficulty.
- Counsels or supports clients with complex or specialized needs; provides crisis intervention.
- Provides self-help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates policy, medical, and psychological reports.
- May serve as mentor to staff, orients staff, and provides training and guidance on cases.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

## **SOCIAL WORKER II - 3**

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office; and outside including travels to client's residents or other locations; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Socio-economic conditions and trends.
- Basic principles of individual and group behavior.
- Current issues in the field of social welfare.
- Role and responsibilities of social workers
- Principles of interviewing and problem-solving methodology.
- Basic public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Basic principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare
- Agency and the role of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Basic principles involved in the nature, growth, and development of personality and in-group processes.
- Knowledge of the medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Knowledge of the strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Knowledge of basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.

## **SOCIAL WORKER II - 4**

### Ability to:

- Understand and learn the agency programs, policies, and procedures.
- Obtain facts and recognize the relevance and significance.
- Organize and maintain work detail.
- Establish and maintain effective client rapport and professional working relationships with agency staff, clients, and others.
- Communicate effectively, both orally (phone and in person) and in writing.
- Analyze situations and adopt effective courses of action.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations.
- Develop skill in interviewing case recording and interpretation.
- Work within a community setting and effectively use appropriate resources and services.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Work effectively in emotionally charged or stressful settings/emergencies
- Operate a personal computer and other office equipment and software
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses.
- Accept and use constructive feedback
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Work with increasingly difficult cases /clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

## **SOCIAL WORKER II - 5**

### **Training and Experience:**

Qualifications needed for this position:

One (1) year of full-time experience performing entry level social work case management in the Social Worker I classification in an Interagency Merit System (IMS) county;

OR

One (1) year of full-time social work case management experience\*\*; AND Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science\*

\*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, ethnic studies, history, human development, human services, law, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies.

\*\*Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

