

DEFINITION: Under direction, performs social work; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS: This class is the entry-level to professional social service work. Incumbents initially work under close supervision in a training status and are expected to learn departmental organization, social service programs, case study methods, and case work services and to perform without close supervision within one year. Trainees assigned to work in child/adult protective services may perform more difficult social service work. Upon completion of training, incumbents are expected to perform journey-level social service work. Incumbents carry a complex social service caseload in such areas child protective services, adult protective services, as in-home supportive services, supplemental security income advocacy services, or in a locked facility.

EXAMPLES OF DUTIES:

1. Conducts in-home or on-site visitations to interview clients, family members and other interested parties to assess needs for social services; gathers and evaluates information regarding employment history, housing situation, physical functioning, financial status, capacity for independent living and availability of domestic services; evaluates clients concerns and observes behavior; develops service plans and establishes case files.
2. As a protective service worker, investigates reports of child or vulnerable adult abuse, neglect and/or exploitation; assesses the degree of immediate risk to the child/adult and takes necessary action to minimize the risk; coordinates activity with other agencies and involved parties including relatives, school personnel and officers of the court.
3. Develops service and treatment plans, evaluates client and/or family behavioral adjustment and monitors client progress toward delineated objectives; counsels clients using a variety of counseling modalities.
4. Counsels clients on available resources, barriers to employment, independent living skills and other areas involving defined problems or concerns; explains procedures, rights and responsibilities.
5. Assists clients in identifying and obtaining basic services needed for independent living; identifies and makes referrals to a variety of public and community agencies providing food, shelter, clothing, medical, educational and other services; schedules client appointments; acts as client advocate in obtaining services.
6. Manages assigned caseload; prepares narrative and statistical reports, documents and correspondence regarding client status; documents case files; prepares and serves legal documents; testifies in court and State Hearings.
7. Identifies and assesses suitability for out-of-home care placements conducts on-site visits to assess living conditions.

EMPLOYMENT STANDARDS:

- 1) Possession of a bachelor's degree including 30 semester or 45 quarter units of course work in social work, psychology, counseling, sociology, child development, geriatrics, or other behavioral or health sciences; or,
- 2) two years of experience equivalent to Eligibility Worker or Social Services Case Aide with Santa Barbara County, plus 30 semester or 45 quarter units of course work in social work, psychology, counseling, sociology, child development, geriatrics, or other behavioral or health sciences related to social work; or,
- 3) a combination of training and experience that is equivalent to the experience requirement listed in #2 above; however, candidates must also possess the 30 semester or 45 quarter units of course work in a related field of study.

Additional Requirements:

- 1) Possession of or ability to obtain a valid California Class C Driver's License is required at the time of appointment.
- 2) Independent travel, including transportation of client, within the county, throughout California, out of state, or country is required.
- 3) May be required to work outside normal business hours and be available on call.
- 4) Positions allocated to this class may require bilingual skills.
- 5) Selectees for employment in this class must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting and Section 15630 of the Welfare and Institutions Code relating to dependent adult abuse reporting.
- 6) Selectees for positions in this class assigned to Child Welfare Services are subject to being fingerprinted for the purpose of criminal record clearance, as authorized under Section 11105.3 of the California Penal Code and Section 16501 of the Welfare and Institutions Code.

Knowledge of: basic function of social service systems, public assistance or non-profit social services; the practical application of human behavior and child development/parenting or aging principles; socioeconomic/psycho-social factors

affecting individual behavior, independent living social functioning and social abnormalities; organizational and time management methods; report writing principles including rules of correct grammar, punctuation and sentence structure; basic computer skills and word processing applications.

Ability to: learn, apply and explain complex regulations and policies governing processes of assigned program; interview a variety of people with diverse socio-economic backgrounds and temperaments; work independently; understand and follow direction; listen; cope with unusual life circumstances; manage a caseload and recall case details; maintain confidentiality of information; write clear, accurate and concise reports and prepare routine statistical reports; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; understand program objectives in relation to departmental goals and procedures; deal firmly and fairly with clients; maintain accurate records and document actions taken; identify and make referrals to local and regional providers of social, medical and/or other specialized services; act on behalf of client to obtain needed services; operate a computer in the completion of assignments; communicate effectively both verbally and in writing; establish and maintain cooperative working relationships.