

## **SOCIAL WORKER I SOCIAL WORKER II**

### **CLASSIFICATION DEFINITION**

Performs elementary social services to identify needs for more intensive casework services; carries a caseload of moderately difficult cases; provides casework services of a general tangible nature; and performs other related work as assigned.

#### **Social Worker I**

Working under close supervision, Social Worker I is the entry/trainee class in the professional Social Worker series. Employees in this class carry a limited non-complex caseload and receive in-service training in departmental organization, social services programs, basic case study methods, and casework services. As requisite skill and knowledge is developed, greater independence and the full scope of responsibility is exercised. Unless a position is permanently allocated to the Social Worker I level due to the nature of the work, employees are expected to promote to the Social Worker II after one year of satisfactory performance at the trainee level.

#### **Social Worker II**

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. Employees work with a high degree of independence in administering services and in using agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs.

Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned the more complex cases, specialized functions and/or leadworker duties. The Social Worker series differs from the Employment & Training Worker series in that the latter provides employability services to eligible applicants of social services agencies; and differs from the Eligibility Worker series in that the latter is responsible for determination of financial eligibility for public assistance programs.

### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Social Worker II classification receive direct supervision from a Social Worker Supervisor, or other higher-level supervisor or manager.

## **TYPICAL DUTIES**

Duties may include, but are not limited to, the following. For Social Worker I, duties are performed at the entry level.

- Carries a caseload that includes cases with problems of moderate difficulty.
- Interviews clients and performs case studies to determine social service needs and to assess the safety of children and adults.
- Develops and carries out non-complex treatment plans for an assigned caseload.
- Refers clients to other staff members as necessary.
- 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.
- 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.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

### **Knowledge of:**

- Socio-economic conditions and trends.
- Basic principles of individual and group behavior.
- Current issues in the field of social welfare.
- 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.
- Basic principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency.
- 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.

**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 working relationships with agency staff, clients, and others.
- Communicate effectively, both orally and in writing.
- Establish and maintain client rapport on an individual basis.
- 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.
- Operate a personal computer and other office equipment.
- Use related software.
- Communicate effectively with others in person and over the telephone.
- Analyze data, interpret directions, procedures and regulations, and develop appropriate responses.

**MINIMUM QUALIFICATIONS (Education and/or Experience)**

**Social Worker I:**

**EITHER**

**Pattern 1:** Graduation from an accredited four year college or university;

**or**

**Pattern 2:** Successful completion of thirty (30) college semester units from an accredited college or university, including fifteen (15) units in social welfare, social/human services, sociology, or other social or behavioral science;\*

**and**

One (1) year of full-time experience in the Social Service Aide, Eligibility Worker II, Employment and Training Worker II or comparable classification; **or**

Three (3) years of full-time experience interacting with children or adults providing services in a private or public agency.

\* 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.

**Social Worker II:**

**EITHER**

**Pattern 1:** 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**

**Pattern 2:** 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 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science\*

\*\* 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 REQUIREMENT**

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

**DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.