

# COUNTY OF SOLANO

## SOCIAL WORKER I

Rev. 10/00

Under supervision and in a learning capacity, assists in the provision and coordination of support counseling, employment or social services for a variety of disadvantaged clients, performs ongoing casework management of established cases; maintains records related to client services; and performs related duties as required.

### DISTINGUISHING CHARACTERISTICS

Factors used in assigning positions to classes in the social services classes include: complexity, sensitivity and difficulty of casework problems; duration and level of casework intervention and therapy; authority for decision-making; likelihood and consequence of error; the emergency or crisis nature of services; intensity and duration of involvement in legal processes; degree of supervision received; and lead/consultative responsibilities for other professional staff. Assignment of positions to the highest level classes in the series is dependent on the duration, frequency, scope, and amount of time involved in these more complex, difficult duties. Incidental, infrequent, and backup duties do not support assignment to the highest level classes. Attachment A describes the types of assignments associated with each level of class within the social services class series.

The Social Worker I is a bridging and entry level into the field of professional social services. Entrance into this professional preparatory class does not require prior social worker experience or substantial theoretical or academic background. Incumbents work under the supervision or direction of professional staff and assist in the performance of casework duties in providing support counseling, overseeing the provision of employment or social services services, identifying client needs, using community resources, assisting clients with immediate problems, and in client advocacy. Final disposition of cases is subject to review and approval by higher level supervisory and professional staff.

The work is characterized by the performance of employment, social services, or rehabilitation casework of limited scope, difficulty, and complexity. Incumbents are expected to acquire greater independence and demonstrate proficiency in the full range of duties required for promotion to the Social Worker II.

The Social Worker I class is distinguished from the Social Worker II class in that the latter class requires prior experience and a broader educational background. The Social Worker II also is expected to exercise more independence of action, to perform the full range of duties, and to participate fully in multi-disciplinary service provision team consultations.

The Social Worker I class is further distinguished from the Employment Resources Specialist (Entry) class in that the latter class is assigned to primarily provide public assistance benefits, conduct preliminary job readiness appraisals, and perform ongoing case management of integrated public assistance benefit and employment services cases.

**EXAMPLES OF DUTIES**

1. In accordance with established procedures and format, learns to interview clients to gather information concerning employment potential, social history, medical condition, and client's current need for social services; evaluates problems presented; evaluates client and family situations to determine the extent of employment and social service needs of clients.
2. Learns how to assess needs, determine suitability of specified services and potential need for referral to other service providers, monitor delivery of basic employment and social services, and evaluate client capacity for independent living.
3. Learns to prepare and modify case plans for employment services, in-home supportive service, and adult services as conditions require.
4. Learns how to screen and refer applicants to a variety of agency services, provide information and assistance to applicants and clients, interpret rules and regulations to applicants, clients, relatives and the general public.
5. Learns how to perform basic counseling activities for adults and their families, counsel clients and make referrals as appropriate to other services, workers and departments.
6. Participates as a trainee in individual and group support counseling to enhance level of social functioning and independent living utilizing a variety of support counseling modalities and social rehabilitation techniques.
7. Learns how to provide self-help information, education and services; coaches and guides clients into consideration of viable alternatives.
8. Learns how to implement established treatment and service plans; observes and records client's behavior to assure effectiveness of plan.
9. Learns how to educate clients in methods to acquire independent living skills in such areas as public transportation, shopping, and appointment making.
10. Makes arrangements for the provision of services to clients by other providers and transportation of clients to other service providers.
11. On behalf of client, acts as liaison and advocate between relatives, guardians, employers, physicians, and other service providers.
12. Assists in conducting on-site visits and evaluation of suitability of services and facilities provided by other organizations under agreement with the agency.
13. Assists in matching children with prospective foster and adoptive parents; assists in determining suitability of parents; investigates home environment of prospective parents.
14. Assists in developing community resources when necessary to carry out case plans, particularly in relation to service provision for specified segments of the community.
15. Learns how to provide program information to individuals and community groups to foster understanding of social aspects of environmental, emotional and physical problems and methods to alleviate these problems.
16. Learns to prepare and maintain casework records, court and other evaluative reports, related files and correspondence; manage a limited caseload within specified time and procedural constraints.
17. Assists in the preparation and revision of reports and correspondence and maintains a variety of documentation, such as charting observed behaviors, treatment plan objectives, progress reports, discharge summaries, incident reports, and other data.
18. Attends and participates in a variety of internal and external meetings such as daily service team discussions, inter-disciplinary case conferences, inter-agency meetings, etc.

**EXAMPLES OF DUTIES, Continued**

19. Coordinates with caseworkers, probation officers, community and support services, and appropriate referrals for patients upon discharge; works with other agencies to obtain information, coordinate services, determine appropriate venue for service, provide training about provided services, and related matters.
20. Assists clients with paperwork and enrollment procedures for various services, benefits, treatment and social support programs.
21. Learns methods and techniques for dealing with difficult clients; assists in maintaining safety, security and sanitation of facilities.
22. May operate vehicles to transport clients or to perform field duties of monitoring service provision, working with staff or clients at other sites, and/or to coordinate with other agencies.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: keyboarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners. Some assignments may require strength to lift and move clients with appropriate assistance and color vision to distinguish medications and laboratory results.

**TYPICAL WORKING CONDITIONS**

Work is performed in a variety of office, clinic and field environments and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work involves stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas, including out of county locations, that are potentially dangerous where there is exposure to potential bodily injury, infections which may cause chronic disease or death; offensive odors; high noise levels; insect bites; dust and pollens.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

- Basic principles, practices and techniques of employment preparation and social work.
- Socio-economic and psychological social behavior affecting individual behavior, social functioning and behavioral abnormalities.
- Dynamics of human behavior including child development, parenting, family dynamics and aging.
- Methods and techniques of interviewing and counseling.
- Methods of case management and record-keeping
- Functions, responsibilities services and activities of public health and welfare agencies.
- Other private and non-profit community organizations, resources, and social problems.

**Knowledge of: (Continued)**

- Availability of and procedures for obtaining a wide variety of community and governmental services and resources.
- Fundamental requirements of public assistance, employment and social programs.
- Techniques of outreach in a targeted community or population.
- Factors affecting social service clients including barriers to employment, home and financial management, family planning, medical needs assessment, substance abuse, and social functioning.
- Techniques for dealing with individuals from a variety of socio-economic, ethnic and cultural backgrounds including those with physical disabilities and emotional problems.
- Use of automated equipment and standard office support applications software related to the work.

**Ability to:**

- Interview a variety of people with diverse socio-economic backgrounds, temperaments, and mental capabilities.
- Recognize factors causing reaction or changes in client's condition or behavior.
- Encourage clients to progress toward independent living and social functioning.
- Recognize and make referrals to other providers of employment and social services.
- Understand, interpret and apply complex mental health technical materials and applicable laws, codes and regulations.
- Analyze client situations and needs in assigned areas of responsibility.
- Develop, prepare and implement employment and case work plans.
- Prepare appropriate case files, legal and casework documentation including the recording relevant information.
- Interpret and apply complex laws, rules, regulations and procedures.
- Prepare complex and detailed reports and records and maintain confidentiality of information.
- Communicate orally and in written format and interact in situations requiring instructional, persuasive, consultative, counseling and motivational skills.
- Provide training, guidance and consultation to support staff.
- Assist in controlling angry or combative clients.
- Work in stressful, emotional and confrontational situations; respond appropriately in crisis situations.
- Deal effectively with clients of various ages and socio-economic and cultural groups including those with physical and/or emotional problems.
- Work as a member of a multi-disciplinary service providing team.
- Recognize and respect limits of authority and responsibility.
- Establish and maintain professional relationships with clients, children, representatives or the community served, employees of County departments, professional staff, and other agencies and the public.



***ATTACHMENT A***  
**SOCIAL WORKER**  
**LEVELS OF WORK ASSIGNMENTS**

**Level 3**

Child Abuse investigations  
both done as routine or as emergency responses

Adult Abuse investigations  
Both done as routine or as emergency responses

Child Abuse case management  
(FM/FR/PP and voluntary)

Case Management of adult abuse cases

Adoptions case management

ILP program Social Workers

CWS Court Dependency  
Case Management

CSW Court Office

Homefinding Investigator

**Level 2**

In-Home Support Services  
Intake and case management

IHSS Supported Individual Provider  
SIP

Family Preservation Services  
Provided in CWS

Formal vocational assessment/SMART Team  
(CalWORKS social workers)

Visitation Observation & Interview  
(DA)

Representative Payee  
(Public Guardian)

***ATTACHMENT A***  
**SOCIAL WORKER**  
**LEVELS OF WORK ASSIGNMENTS**

Intake Screening

General Neglect social Workers

Homefinding/Licensing/AAP certification

**Level 1**

Trainee Assignments  
(Professional Preparatory Assignments)

Working in a trainee capacity with SWII OR SWII