

## COUNTY OF SOLANO

### PROTECTIVE SERVICES INTAKE SCREENER

#### DEFINITION

Under direction, receives and screens the severity of incoming reports of child and/or adult abuse, neglect and exploitation; dispatches Social Workers assigned to the Welfare Emergency Response Team; performs related duties as required.

#### DISTINGUISHING CHARACTERISTICS

This class is characterized by the continuing responsibility for screening incoming calls concerning abuse, molestation and neglect of children and/or parents or other adults. Calls are generated from many outside sources and may require the emergency response by Social Workers and/or local law enforcement officials. This class is distinguished from other classes by its primary responsibility to support mandated emergency response services.

#### EXAMPLES OF DUTIES

Depending on assignment, duties may include but are not limited to the following:

1. Receives reports over the phone, in writing and in person, concerning abuse, neglect and exploitation; records incoming calls and assesses severity; determines if an emergency response is required; assigns Social Worker to cases on the basis of availability; calls local law enforcement officials as needed.
2. Maintains records of social work caseload and availability for emergency response; processes weekly emergency response schedule; maintains case files; researches files to determine prior client involvement with protective services or other Welfare services.
3. Receives calls regarding general Child Welfare and other Social Services; makes referrals to other divisions and units within the department, as well as other County departments and community agencies based on assessment of expressed need.
4. Maintains a variety of logs and records, as well as listing of available County/community resources; maintains statistics on workload indicators and prepares routine workload reports.
5. Screens and distributes incoming mail; maintains inventory of office supplies and control over the issuance of equipment; maintains protective services forms and files; provides general administrative and clerical support to Social Workers; may transport children and perform other tasks involving driving.

## QUALIFICATION GUIDELINES

### EDUCATION AND/OR EXPERIENCE

Some experience which included responsibility for application and explanation of regulations and procedures and interviewing clients to elicit information needed to make assessment of situation, circumstance or need coupled with education, additional experience or training which demonstrates possession of and competency in requisite knowledge and abilities.

### KNOWLEDGES/ABILITIES

Considerable knowledge of public contact and interviewing techniques; standard office practices; record and file maintenance techniques.

Working knowledge of the socio-psychological aspects of marital conflict, child abuse and adolescent behavior and/or depending on assignment, aging, elder abuse and care of the elderly; emergency assessment and crisis intervention techniques; types and levels of severity of child/elder abuse; public assistance and social services provided by local governmental and community agencies.

Ability to interview callers reporting abuse, neglect and exploitation; assess the urgency of such reports; calm angered, frightened and frustrated clients; dispatch Social Workers in response to emergency incidents; endure continual exposure to reports of child/elder abuse; make referrals to local and regional providers of social, medical and other specialized services; understand, apply and explain regulations and procedures; conduct file search; understand and carry out written and verbal direction; maintain inventory of supplies and equipment, logs of contacts and unit activity, as well as records and files on unit cases; make decisions and independent judgments; communicate effectively with people of diverse socio-economic backgrounds and temperaments; determine the appropriate course of action in emergency or stressful situations; understand program objectives in relation to departmental goals and procedures; organize and prioritize work assignments; maintain confidentiality of information; recognize and respect limit of authority and responsibility.

### SPECIAL REQUIREMENTS

Positions allocated to this class may require bilingual skills.

**SUPPLEMENTAL INFORMATION**

Independent travel may be required.

Selectees for employment 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.