



COUNTY OF HUMBOLDT

AGENDA ITEM NO.  
C-13

For the meeting of: May 10, 2016

Date: April 26, 2016  
To: Board of Supervisors  
From: Dan Fulks, Director of Human Resources *[Signature]*  
Subject: Adopt revised Merit System Services classifications of Social Worker I/II, Social Worker III, Social Worker Supervisor I, and Social Worker Supervisor II.

RECOMMENDATION(S):

That the Board of Supervisors:

- 1. Adopt the revised Merit System Services classifications of Social Worker I/II 37.5 hours per week (class #0726, salary range 334/359) Social Worker I/II 40 hours per week (class # 0727, salary range 347/372), Social Worker III 37.5 hours per week (class #0726, salary range 375), Social Worker III 40 hours per week (class# 0727, salary range 388), Social Worker Supervisor I (class #1708, salary range 441), Social Worker Supervisor II 37.5 hours per week (class #0704, salary range 454) and Social Worker Supervisor II 40 hours per week (class #0714, salary range 467).

SOURCE OF FUNDING:

Social Services

Prepared by: David Gauthier, HR Analyst II

CAO Approval: *[Signature]*

REVIEW:

Auditor \_\_\_\_\_ County Counsel \_\_\_\_\_ Human Resources *[Signature]* Other \_\_\_\_\_

TYPE OF ITEM:

- Consent
- \_\_\_\_\_ Departmental
- \_\_\_\_\_ Public Hearing
- \_\_\_\_\_ Other \_\_\_\_\_

PREVIOUS ACTION/REFERRAL:

Board Order No. \_\_\_\_\_

Meeting of: \_\_\_\_\_

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT

Upon motion of Supervisor *Fennell* Seconded by Supervisor *Bass*

- Ayes *Sundberg, Fennell, Lovelace, Bohn, Bass*
- Nays \_\_\_\_\_
- Abstain \_\_\_\_\_
- Absent \_\_\_\_\_

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: *May 10, 2016*  
By: *[Signature]*  
Kathy Hayes, Clerk of the Board

DISCUSSION:

Meri System Services (MSS) manages the classifications series for social worker and social worker supervisors for 27 California counties, including Humboldt County. In April 2014, MSS revised the classifications for Social Worker I/II, Social Worker III, Social Worker Supervisor I, and Social Worker Supervisor II. However, the County of Humboldt was not notified about the updated classifications and the Department of Health and Human Services (DHHS) was unable to take the appropriate actions at that time. DHHS is now correcting that oversight and moving the revised classifications forward for formal adoption by the Board of Supervisors.

The changes to the classifications primarily deal with clarifying language in the job specifications, broadening pathways to become a qualified social worker, and altering minimum qualifications for the supervisor positions. No change has been made to salary ranges.

FINANCIAL IMPACT:

None.

OTHER AGENCY INVOLVEMENT:

Merit Systems Services and the Department of Health and Human Services

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may choose not to adopt the updated classifications. This is not recommended as it would make the County of Humboldt out of compliance with Merit System Services regarding social worker classifications and may cause difficulties recruiting and filling vacancies for those classifications in the future.

ATTACHMENTS:

- Copy of letter from Merit Systems Services
- Copy of revised job specifications for Social Worker I/II
- Copy of revised job specifications for Social Worker III
- Copy of revised job specifications for Social Worker Supervisor I
- Copy of revised job specifications for Social Worker Supervisor II.



April 22, 2016

Connie Beck, Director of Health and Human Services  
Humboldt County Department of Health and Human Services  
929 Koster Street  
Eureka, CA 95501

Dear Director Beck:

MSS made changes to update the Social Worker series class specs, including some changes to the minimum qualifications as well as the addition of some clarifying language.

These were updated after much discussion with the CWDA HR Technical committee and input from counties. These revised class specs were distributed in April 2014, but Merit System Services neglected to forward the final notice to Humboldt County. I'm taking the opportunity to do so now, to ensure that we use the correct class spec for Humboldt County recruitment efforts in the future.

I've attached the revised class specs for Social Worker I/II, Social Worker III, Social Worker Supervisor I/II. Please move forward with adopting these revised class specs. We will continue to use the prior class spec until your county has time to adopt these revised class specs. Please let me know when we can use the revised class specs for your county recruitments.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Karen Rodriguez".

Karen Rodriguez  
MSS Senior Consultant

Cc: Yvonne Winter, Humboldt County HHS  
Humboldt County Department of Human Resources

## **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.

## **SOCIAL WORKER III**

### **CLASSIFICATION DEFINITION**

Under general direction, the Social Worker III carries a difficult caseload involving the determination of need for basic social services functions for applicants or clients; performs social studies and assignments involving individualized treatment and specialized application of casework methods and skills; provides comprehensive casework services of a tangible nature; and performs other related work as assigned.

Social Worker III is the advanced journey level in the Social Worker series. Incumbents are normally assigned a selected caseload of the more difficult cases and when needed are given supervisory consultation in development of treatment plans. They may also be assigned to a specialized function requiring a high degree of perception such as a special problem caseload or they are assigned to a specific geographic or functional area such as Court Investigations, Family Maintenance/Reunification, Emergency Response, Child/Adult Protection, or Foster Care. A Social Worker III may act as a lead worker to other social service workers. Incumbents are expected to work independently.

Social Worker III differs from Social Worker II in that the former receives the more difficult assignments requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for services. Incumbents normally work with a high degree of independence of action in administering services and in making use of agency or community resources. Social Worker III differs from Social Worker IV-A/B in that the latter is the most experienced worker and requires both advanced education and social work experience.

### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Social Worker III classification receive general direction from a Social Worker Supervisor or other higher-level manager or deputy director, and may act as lead worker to lower classification working in the same program area.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Carries a caseload of more difficult types of social services cases requiring a high degree of technical competence, such as situations where environmental forces affect family life.
- Receives and responds to reports of suspected abuse; obtains information from reporters; personally investigates and assesses situations and recommends

alternate placement; may provide information to law enforcement or district attorneys; may testify in court.

- 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.
- Develops and carries out social treatment plans for an assigned caseload; ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals.
- Counsels or provides guidance and support to individuals and/or families with more complex or specialized needs including Adult Protective Services, crisis intervention, special medical or legal needs, and other social services.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling; advocates on clients behalf for most appropriate services including enabling services.
- Makes a diagnosis of client problems and follows through with the social treatment plans with a high degree of independence.
- Interprets policies, rules, and regulations to client, applicants, and others.
- May act as a lead worker to a small group of social service workers or service employees.
- Assists applicants and recipients in utilizing available resources for individual needs.
- Makes home visits in connection with casework assignments.
- 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.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- 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.
- May be required to testify in court
- Works with community organizations and makes referrals to outside resources.
- Provides self-help information, education, and services; works with clients and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates police, medical, and psychological reports.
- Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **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.
- Principles of analysis and problem-solving methodology.
- Basic public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- 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 and responsibilities of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Current problems and methodology in the field of public social services.
- 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.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in home; options for placement; effects of removing clients from unsafe situations.

### **Ability to:**

- Communicate effectively with others in writing, in person and over the telephone.
- Analyze data, interpret directions, procedures and regulations, and develop appropriate responses.
- Perform job duties under stressful conditions.
- Respond appropriately to situations.
- Maintain confidential information in accordance with legal standards and/or county regulations.

- Understand and apply the agency program, policy and procedures.
- Obtain facts and recognize the relevance and significance.
- Organize and maintain work detail.
- Establish and maintain effective working relationship with agency staff, clients, and outside organizations.
- Analyze situation and adopt effective courses of action.
- Apply the principles of psychology and family relationships to engage individuals and families in social services.
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients.
- Apply existing laws, rules, and regulations to welfare department operations.
- Interpret and explain to applicants, recipients, 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.
- Communicate effectively both orally and in writing.
- Operate a personal computer and other office equipment and related software.
- Act appropriately in emergency and stressful situations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Work with difficult or complex 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.

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

#### **EITHER**

**Pattern 1:** One (1) year of full-time experience performing journey level social work case management in the Social Worker II classification in an Interagency Merit System (IMS) County;

**or**

**Pattern 2:** Two (2) years of full-time social work case management experience\* in a public or private agency **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;\*\*

or

**Pattern 3:**

Bachelor's degree and successful completion of 24 semester or 36 quarter units of a Master's degree program in Social Work, or a Counseling program from an accredited college or university, emphasizing Marriage, Family and Child Counseling or Marriage and Family therapy, Gerontology or Clinical Psychology, **and** twelve (12) months of social work case management experience.\*

\*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.

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

**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.

# **SOCIAL WORKER SUPERVISOR I**

## **CLASSIFICATION DEFINITION**

Under general direction, the Social Worker Supervisor I plans, organizes and supervises social service and employment staff engaged in providing information and referral services, homemaker and chore services, adult protective services, in-home supportive services, home placement services, child protective services, emergency response services and/or employment services; performs other related work as assigned.

Social Worker Supervisor I is the first supervisory level in the series. Social Worker Supervisor I differs from the next lower classification of Social Worker IV in that the former is the first line supervisor. Social Worker Supervisor I differs from Social Worker Supervisor II in that the latter is at the second supervisory level and requires a Master's degree.

## **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Social Worker Supervisor I classification generally receive direction from a Program Manager or other management level classification. A Social Worker Supervisor I, supervises a variety of Social Workers, clerical and technical staff, but does not supervise employees in the Social Worker IV classification.

## **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Plans, assigns, supervises, coaches, mentors, and reviews the work of employees engaged in the delivery of employment and social services; consults with and guides social workers in providing counseling, support and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse and other documents to verify information or determine proper course of action; reassesses and modifies case plans.
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court; supports witnesses and victims who must testify in court.
- Documents and addresses clients' concerns and complaints.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Discusses or interprets regulations, rules, policies and programs to clients, applicants, staff and the general public.
- Assists and participates in the development of in-service staff development programs.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes;

evaluates and recommends service delivery improvements.

- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect.
- Provides peer support for coworkers facing case related stress.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.
- Enters and retrieves data and narratives from automated computer systems.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Receives, approves and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state, and federal requirements.
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- In small agencies, may be responsible for social workers involved in the provision of the full range of social services including advanced services.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling.
- 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.
- Functions of public social services agencies and the principles of public social

service administration.

- Casework concepts, techniques of interviewing, and record keeping in social casework.
- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- 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.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages, and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Computers, software, and Internet research.
- Resources available in the community for referral or utilization in employment or social service programs.
- Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services.

**Ability to:**

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff.
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations.
- Present oral and written reports concisely and clearly.
- Analyze a situation accurately and adopt an effective course of action.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse for children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Act effectively in stressful situations.

- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software.

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

### **EITHER**

**Pattern 1:** Three (3) years of full-time experience performing journey level social work case management duties\* in a Social Worker II classification in an Interagency Merit System (IMS) county;

(Substitution: One year of graduate work in social work or counseling may substitute for one year of the required experience.)

### **OR**

**Pattern 2:** One (1) year of full-time experience performing advanced journey level social work case management duties in a Social Worker III classification in an Interagency Merit System (IMS) county.

### **OR**

**Pattern 3:** Four (4) years of full-time experience performing social work case management duties\*.

\*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.

## **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.

## **SOCIAL WORKER SUPERVISOR II**

### **CLASSIFICATION DEFINITION**

Under general direction, the Social Worker Supervisor II plans, organizes, and directs the work of social service staff providing the most advanced social services; and performs other related work as assigned.

Social Worker Supervisor II requires a Master's degree. Incumbents supervise a unit of caseworkers in specific programs identified as having a high proportion of complex and sensitive casework needs and are usually assigned to programs or staff positions that require extensive casework knowledge. Some positions in larger departments may be assigned full time in-service training and staff development duties.

Social Worker Supervisor II differs from Social Worker Supervisor I in that the former, requires a Master's degree, and is responsible for supervising and training Social Worker IVs. Social Worker Supervisor II is distinguished from Program Manager in that the latter is generally responsible for administering a program rather than supervising a unit.

### **SUPERVISION EXERCISED AND RECEIVED**

Social Worker Supervisor II receives direction from a Program Manager or other management level classification. Social Worker Supervisor II incumbents provide direct supervision to lower level Social Workers including Social Worker IVs.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Plans, assigns, directs, mentors, coaches and reviews the work of employees providing the most advanced or complex casework such as adoptions and protective services.
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse, and other documents to verify information or determine proper course of action; reassesses and modifies case plans.
- May testify in court; supports witnesses and victims who must testify in court.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Documents and addresses clients' concerns and complaints.
- Assists in the development of community resources for all programs.
- Assists and participates in the development of in-service training and staff

development programs.

- Evaluates the effectiveness of policies and procedures.
- Represents the social services department at conferences and addresses community groups.
- Discusses or interprets regulations, rules, policies, and programs to clients, applicants, staff and the general public.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect.
- Provides peer support for coworkers facing case related stress.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- May direct research studies and prepare reports.
- Enters and retrieves information from an automated computer system; researches information using the Internet and computer resources.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Receives, approves and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state and federal requirements.
- Maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling.
- 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.
- Functions of public social services agencies and the principles of public social service administration.
- Social research methods.
- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- 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.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Principles, methods, and resources in the field of public health, mental hygiene, education, correction and rehabilitation as they relate to public social service.
- Techniques of supervision, training, and casework consultation.
- Computers, software and Internet research.
- Principles of community organization.
- Resources available in the community for referral or utilization in employment or social service programs.

**Ability to:**

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff.
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and

outside organizations.

- Make oral and written presentations clearly and concisely.
- Analyze a situation accurately and adopt an effective course of action.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse for children, elderly and dependent adults; assess risk factors and potential dangers to clients.
- Act effectively in stressful situations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software packages.

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

(According to Division 31, Chapter 31-070- Child Welfare Services Manual, counties that do not meet the staffing requirements for emergency response and family maintenance services may contact CDDSS regarding a possible waiver).

**Pattern 1:** Two (2) years of full-time experience performing duties of the Social Worker III in an Interagency Merit System (IMS) county;

**and**

A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

**OR**

**Pattern 2:** One (1) year of full-time experience performing duties of the Social Worker IV classification in an Interagency Merit System (IMS) county;

**and**

A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

**OR**

**Pattern 3:** Four (4) years of full-time experience performing social work case management duties\*\*.

**and**

A Master's degree in Social Work from an accredited college or university or a Master's degree from an accredited two (2) year counseling program.\*

\*Qualifying Master's degrees include: Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling, Gerontology and Counseling Psychology. Completion of all of the

requirements for a Marriage and Family Therapy (MFT) license program may be substituted upon submission of verifying proof.

\*\*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.

## **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.