



COUNTY OF HUMBOLDT

AGENDA ITEM NO.

C-26

For the meeting of: July 11, 2017

Date: June 23, 2017

To: Board of Supervisors

From: Dan Fulks, Director of Human Resources *DF/KAB*

Subject: Adopt revised Merit System Services classifications of Social Worker I/II, Social Worker III, Social Worker IV A, B, C, D, Social Worker Supervisor I, and Social Worker Supervisor II.

RECOMMENDATION(S):

That the Board of Supervisors:

1. Adopt the revised Merit System Services (MSS) classifications of Social Worker I/II 37.5 hours per week (class 0726, salary range 342/367) and Social Worker I/II 40 hours per week (class 0727, salary range 355/380); and
2. Adopt the revised MSS classifications of Social Worker III 37.5 hours per week (class 0726, salary range 383) and Social Worker III 40 hours per week (class 0727, salary range 396); and
3. Adopt the revised MSS classifications of Social Worker IV A, B 37.5 hours per week (class 0706, salary range 393/407) and Social Worker IV A, B, C, D 40 hours per week (class 0707, range 406/420/422/452); and
4. Adopt the revised MSS classification of Social Worker Supervisor I 40 hour per week (class 1708, salary range 449); and
5. Adopt the revised MSS classifications of Social Worker Supervisor II 37.5 hour per week (class 0704, salary range 462) and Social Worker II 40 hour per week (class 0714, salary range 475)

effective immediately following approval.

Prepared by David Gauthier, HR Analyst II

CAO Approval *[Signature]*

REVIEW:

Auditor _____ County Counsel _____ Personnel *DF/KAB* Risk Manager _____ 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 *Wilson*

Ayes *Fennell, Wilson, Bass, Bohn*
Nays _____
Abstain _____
Absent *Sundberg*

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

Dated: *July 11, 2017*

By: *[Signature]*
Kathy Hayes, Clerk of the Board

SOURCE OF FUNDING:

Social Services

DISCUSSION:

In 2017, Merit System Services (MSS) initiated a statewide classification review of the MSS Social Worker job classification series. Based on this review, it was determined by MSS that revisions to the job duties sections were necessary to better reflect current practices and business needs. Additional educational requirement patterns were provided to broaden the minimum requirements and formatting changes were made to establish uniformity in the job specifications. The Department of Health and Human Services (DHHS) and Human Resources agree with the changes and recommend the revised job classifications for adoption.

The revisions made to the MSS Social Worker classification series include:

- Standardized formatting across MSS Social Worker classification job specifications.
- Social Worker IV B minimum qualifications were added to correct a previous omission.
- An optional educational track for advance degrees in related fields was added to all levels.
- References to the requirement of obtaining a license to practice within six years following registration as an intern were removed.
- Reference to meeting the criteria for range B was removed from both Level C and D compensation paragraph.
- Typical duties were added for the Social Worker IV A and B level to correct previous omissions.
- Language added specifying the requirement for “clinical” supervision by a licensed individual.
- Added language regarding driver license requirement.
- Added language regarding “on-call” requirements.

Human Resources is recommending no change to the assigned salary ranges for these classifications. The American Federation of State, County, and Municipal Employees (AFSCME) was consulted regarding these revisions and they had no objections.

FINANCIAL IMPACT:

None

Approving this agreement will support the Board’s Strategic Framework by providing and maintaining infrastructure and by protecting vulnerable populations.

OTHER AGENCY INVOLVEMENT:

Merit System Services
County Human Resources
American Federation of State, County, and Municipal Employees (AFSCME)

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 additional difficulties recruiting and filling vacancies for those classifications in the future.

ATTACHMENTS

- 1 Letter from Merit System Services
- 2 Revised job specifications for Social Worker I/II
- 3 Revised job specifications for Social Worker III
- 4 Revised job specifications for Social Worker IV A, B, C, D
- 5 Revised job specifications for Social Worker Supervisor I
- 6 Revised job specifications for Social Worker Supervisor II

June 14, 2017

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:

This letter is to advise you of the revisions made to the Social Worker series classification specifications. Here is a summary of the changes that were made:

- Standardize the formatting of the SW IV series to match the SW I – III series
- SW IV B minimum qualifications were added (this was previously listed with the SW IV A and did not include the necessary one year of experience)
- An optional educational pattern of a master's degree in a related field such as Sociology, Human Services or Anthropology was added to all levels to assist the county in obtaining a sufficient number of qualified candidates
- Reference to obtaining a license to practice within six years following registration as an intern was removed from the Level C compensation paragraph
- Reference to meeting the criteria for range B was removed from both Level C and D compensation paragraph
- Typical duties were added for the SW IV A and B level (these were previously not listed on the classification specification)
- Added abbreviation for Board of Behavioral Sciences to the duties of SW IV C, specify the requirement for "clinical" supervision by a licensed individual (not SW IV D)
- Added driver license requirement language
- Added on-call language
- Added revision history dates

Please let me know when the Board of Supervisors has adopted these changes so that Merit System Services can use the most recent classification details when recruiting for your department. Please let me know if you have any questions.

Sincerely,



Karen Rodriguez
MSS Senior Consultant

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

SOCIAL WORKER I
SOCIAL WORKER II

CLASSIFICATION DEFINITION

Performs basic social services casework, identifies client needs for more intensive casework services and provides referrals, carries a caseload of moderately difficult cases, manages a caseload of increasingly difficult cases, 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 are learning casework methods, procedures, policies and carry a limited non-complex social services caseload under close supervision and receive in-service training, are given close and constant supervision while learning social work principles, social service programs, basic case work methods and techniques, and departmental rules, regulations and procedures. Typical assignments are within child welfare and adult services programs, however, at the agency's discretion positions may be assigned to employment services to perform social services case work for employment services clients as required by department needs. 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 advance 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. Typical assignments are within child welfare and adult services programs. However, at the agency's discretion, Social Worker II may be assigned to employment services to perform social services case work for employment services clients as required by department needs. 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.

SUPERVISION EXERCISED AND RECEIVED

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

TYPICAL DUTIES

Note: For Social Worker I, duties are performed at the entry/trainee level.

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

Social Worker I

- Conducts interviews with clients, family members, and others in their home, in the office, or via telephone to assess the basic social, physical, and mental needs of clients and obtain health information in order to identify and provide social services
- 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
- Assesses reports of suspected abuse; may be required to work on-call; may provide information to law enforcement or district attorneys
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals
- Refers clients to other staff members, or to community resources for direct and intensive services and specialized counseling as necessary; advocates on the clients' behalf for most appropriate services including enabling services
- 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 and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers
- May testify in court
- 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
- Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics
- Performs related duties as assigned

Social Worker II

In addition to the duties above, which are performed independently at the full working level, additional duties may include:

- Carrying a caseload that includes cases with issues of moderate difficulty
- Counseling or supporting clients with complex or specialized needs; provides crisis

intervention

- Providing self-help information, education, and services, works with client and caregivers to develop and improve caregiving and independent living skills
- Obtaining and evaluating policy, medical, and psychological reports
- May serve as mentor to staff, orients staff, provides training and guidance on cases

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

Social Worker I/II

Knowledge of:

- Principles and practices of organization, workload management and time management
- Principles and practices of note taking, report writing, 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
- Role and responsibilities of social workers
- 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
- Developing and preparing court report, case plans, case narratives and safety plans in automated computer systems
- Entering and retrieving data and narratives from automated computer systems
- Basic 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 of a social worker
- 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
- The 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
- The strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide
- Basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients

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 client rapport and professional working relationships with agency staff, clients, and others
- Communicate effectively, both orally (phone and in person) and in writing
- 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
- Work effectively in emotionally charged or stressful settings/emergencies
- Operate a personal computer and other office equipment and software
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses
- Accept and use constructive feedback
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients
- Respect cultural differences
- Work with cases varying in difficulty /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)

Social Worker I

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

OR

Pattern 2: Successful completion of thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 quarter 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 providing direct client services to disadvantaged adults or children 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

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 (22.5 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science*

*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.

**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.

History

Date Established 01/22/76

Date Revised 07/1/03

Date Revised 11/07/07

Date Revised 01/17/14

Date Revised 11/18/16

Date Revised 03/13/17

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 to protect vulnerable adults and children and recommends alternate placement, may provide information to law enforcement or district attorneys, may be required to work on-call, 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

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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

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- 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

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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)

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) semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22.5 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 twenty-four (24) semester (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.

History

Date Established: 1/22/76

Date Revised: 7/1/03

Date Revised: 11/7/07

Date Revised: 1/17/14

Date Revised: 3/13/17

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SOCIAL WORKER IV A, B, C, D
DESCRIPTIONS**DEFINITION OF SOCIAL WORKER IV LEVELS**

Social Worker IV is the highest classification in the Social Worker series. Incumbents at the Social Worker IV, A and B range perform casework of an advanced nature in the most complex social services areas. The casework typically requires the application of high level and sophisticated social service expertise and techniques. Incumbents at the Social Worker IV, C and D ranges additionally may perform professional level assessment, diagnosis, group, family and individual therapy, and consultation.

MINIMUM QUALIFICATIONS**SOCIAL WORKER IV A:**

A master's degree in Social Work (MSW) or master's degree from a two year counseling program or a related field such as: Sociology, Human Services or Anthropology, from an accredited college or university.

SOCIAL WORKER IV B:

A master's degree in Social Work (MSW) or master's degree from a two year counseling program or related field such as; Sociology, Human Services or Anthropology, from an accredited college or university AND one (1) year of performing social work at the Social Worker IV A level.

SOCIAL WORKER IV C:

A valid Intern Registration Number from the Board of Behavioral Sciences, and ability to practice as an Associate Clinical Social Worker (ASW) or Marriage and Family Therapist Intern (MFTI) in the State of California.

SOCIAL WORKER IV D:

A valid license from the Board of Behavioral Sciences to practice as a Licensed Clinical Social Worker (LCSW) or Marriage and Family Therapist (MFT) in the State of California, or a valid license or waiver to practice as a Clinical Psychologist in the State of California.

KNOWLEDGE AND ABILITIES

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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
- Social service research methods
- Public welfare programs on the Federal, State, and local levels
- The 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
- Computer terminology and computer keyboard arrangement
- Community organizations and social problems requiring the use of public and private community resources
- Basic principles involved in the development and implementation of personality and in group processes
- Current problems and methodology in the field of public social services
- Physical and mental health and impact on personality

Ability to:

- Understand and carry out Department programs, policies, and procedures
- Obtain facts and analyze information, drawing sound conclusions
- Gather, organize, analyze, and present a variety of data and information
- Prepare clear, concise, and accurate records and reports
- Effectively represent the Social Services Department in contacts with clients, the public, community organizations, and other government agencies
- Communicate effectively both orally and in writing
- Develop skills in interviewing people, making interpretations and recording information
- Establish and maintain client rapport of an individual basis
- Analyze situations and adopt effective courses of action
- Maintain the confidentiality of case records
- Establish and maintain cooperative working relationship
- Work within a community setting and effectively use appropriate resources and services
- Apply the principles of child psychology and family relationships, evaluate personal and psychological factors in the child and/or family's situation

COMPENSATION

Level A

This is the starting range for the Social Worker IV classification.

Level B

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Social Worker IVs shall be appointed to this range upon written certification by the appointing authority that the employee has satisfactorily completed one year performing Social Worker IV level work.

Level C

Social Worker IVs shall be appointed to this range upon possession of a valid intern registration number from the Board of Behavioral Sciences, as an Associate Clinical Social Worker (ASW) or Marriage and Family Therapist intern (MFTI) in the State of California.

Level D

Social Worker IVs shall be appointed to this range upon possession of a license issued by the Board of Behavioral Sciences, to practice as Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT) in the State of California, or a license or waiver to practice as a Clinical Psychologist in the State of California.

DUTY STATEMENT – SOCIAL WORKER, A and B

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

- Performs case studies for the purpose of assessing problems and determining appropriate types and methods of treatment
- Develops intensive long or short-term treatment plans, which require a comprehensive fund of professional knowledge with the aim of improving or restoring individual or family functioning
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state and federal requirements
- Acts as a casework consultant to staff members without professional training
- Functions at a highly skilled level in such areas as counseling, protective services, medical social work, family services, community organization and research
- May perform the following specific types of counseling: marital, family inter-relationship, protective services for children or adults incapable of self-care
- Investigates and provides services to children where their physical or emotional welfare is involved such as cases of neglect, abuse, emotional or behavioral problems, physical or mental disabilities, or other health conditions involving a child's personality; unmarried parenthood; conflict in parent-child relationships; lack of proper guardianship of a child; problems in school or community relationships; inadequate child care arrangements by working parents or the absence of one parent from the home and its effects on the stability of the child's home
- Receives reports of children, dependent adults and elderly abuse; investigates allegations by conducting interviews with victims and others; assesses situations to protect vulnerable adults and children and recommends, implements and

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monitors alternate placement, may remove children from unsafe situations; may provide information to law enforcement or district attorneys; may be required to work on-call, may testify in court; supports witnesses and victims who must testify in court

- Assesses prospective foster and adoptive parents; matches children with adoptive/foster parents, and counsels foster and adoptive families.
- 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
- Coordinates and directly monitors family visitations to assess progress toward the case plan goals
- Interprets and explains rules, regulations and policies to clients and applicants
- Maintains casework records and handles relevant correspondence
- Develops and prepares court report, case plans, case narratives and safety plans in automated computer systems
- Operates a personal computer and other office equipment; 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
- Communicates effectively with clients and others in writing, in person, and over the telephone
- Analyzes data, interprets directions, procedures and regulations, and develops appropriate responses
- Performs job duties under stressful conditions and emergency situations
- Responds appropriately to situations
- 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

DUTY STATEMENT - SOCIAL WORKER IV C

In addition to the duties of the Social Worker IV B, Social Worker IV C typical duties include:

- Mental health evaluation of parents and/or children including, but not limited to, parenting assessments and bonding assessments
- Individual, group, or family treatment for children and/or parents
- Participation in case conferences and consultation with social work staff to review cases and recommend service plans, rehabilitative services and case management options

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- Participation as a member of a multi-disciplinary treatment team providing clinical input related to diagnosis and service plans for children with Serious Emotional Disturbance (SED)
- Board of Behavioral Sciences (BBS) related activities of Social Worker IVs at the C level are performed under clinical supervision of a BBS licensed individual with two years post licensure experience, and in accordance with Board of Behavioral Sciences regulations
- Duties are assigned to broaden and deepen professional experience in assessment, development of treatment plans, and group and individual therapy

DUTY STATEMENT - SOCIAL WORKER IV, D

In addition to the duties of the Social Worker IV B, Social Worker IV D typical duties include:

- Clinical supervision of Social Workers with bachelor's or master's degrees and/or Associate Clinical Social Worker or Marriage and Family Therapist interns
- In accordance with law and/or contract with the County Mental Health Department, to provide Mental Health related services to children, adults, and families within the scope of licensure
- Provide courtroom testimony related to Department of Social Services clientele and issues
- Does program planning to develop and implement services appropriate to assisting child and adult Department of Social Services clientele
- Mental health evaluations of parents or children including but not limited to parenting assessments and bonding assessments
- Group, individual, and family psychotherapy for Department of Social Services clientele
- Participation in case conferences and consultation with non-licensed Social Worker staff for the purpose of recommending service plans, rehabilitative services and case management options

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.

History

MERIT SYSTEMS SERVICES

Definitions Established 3/13/2001

HUMBOLDT COUNTY

Date Established 3/13/01

Date Revised 3/13/17

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, 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 positions that require a master's degree pursuant to California Department of Social Services (CDSS) Manual of Policy and Procedures (MPP) Division 31 regulations (31 070)

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, may be required to work or supervise on-call
- 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

Merit System Services

- 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

Merit System Services

- 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

Merit System Services

- 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)

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

History

Date Established 3/21/41

Date Revised 1/17/14

Date Revised 10/12/16 – Supervision exercised updated

Date Revised 3/13/17 – add on-call language

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; may be required to work or supervise on-call
- 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

Merit System Services

- 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

Merit System Services

- 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

Merit System Services

- 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.

History

Date Established:10/1/65

Date Revised: 7/1/03

Date Revised: 11/7/07

Date Revised: 1/17/14

Date Revised: 3/13/17 to add on-call language