

**CLASS SPECIFICATION**

9/13/01

SOCIAL WORKER, 2385

Summary of Duties: Performs a variety of professional social work tasks involving individuals, families, groups and communities; provides information and assistance to program recipients, caregivers and other professionals providing services to clients; performs continuing client assessment, diagnosis and treatment plans for various social services programs; may supervise employees engaged in delivering social services, and personally conducts clinical assessments; and does related work.

Distinguishing Features: Employees in this class are responsible for community and senior citizens direct services and/or program development and evaluation. This may involve managing client caseloads, disseminating information regarding social service programs and service provider referrals, and conducting needs assessment studies.

Incumbents may be assigned or advance to positions managing the more difficult caseloads and needs assessment studies, performing research, planning activities and supervising duties. Some positions may be dedicated for Licensed Clinical Social Workers. Assignments normally are given verbally and in writing and work is reviewed in terms of results obtained rather than a detailed check of the work in progress.

Example of Duties: A Social Worker:

- Provides informed, knowledgeable, and current information, assistance and referral services to targeted population groups, community groups and social service groups regarding a wide range of individual, group and community services including health, nutrition, housing, recreation, abuse and care giving issues;
- Manages client caseloads, evaluates client needs, prepares client service plans and works in programs that foster independent living and high quality care for citizens;
- Provides continuing follow-up evaluation for clients and program recipients using interview and written communication and reporting to management on service availability, quality and conditions;
- Compiles and maintains case files and program reports;
- Works with department staff, contracting agencies and local community service providers in a team/multidisciplinary environment to assure effective program development and service delivery;
- Develops and maintains resource directories of community services and service providers;
- Interfaces with various community groups, committees and other agencies on behalf of clients;
- Assists with the development and presentation of programs designed to educate and inform the community on the needs of senior citizens and the services and benefits available;
- Provides presentations and briefings on programs and their services to community groups, committees, other agencies and management;
- Prepares or supervises preparation of complex narrative and statistical reports and correspondence;
- Negotiates, evaluates and monitors service contracts of service provider agencies;

- Investigates potential sources of funding for programs and coordinates applications for funds;
- Researches and prepares reports and correspondence on program planning and performance;
- Represents management at meetings with other governmental agencies, City departments, and before City Commissions, The City Council and its Committees, and presents information and reports on actions taken;
- Researches, designs, pilots and introduces new methods and tools to effectively document client assessments, needs and treatment plans;
- Recommends, supervises, and reviews the establishment, preparation and maintenance of procedures and training manuals;
- May perform clinical assessments;
- May provide training and guidance to the program monitors, care managers and other social service providers;
- May supervise and assign the work of case managers in the proper procedures and techniques of providing quality social services.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications:

Knowledges of:

- Social work theory and practice related to purposeful interviewing, assessment, diagnosis, planning treatment and outcome evaluation;
- Community services and programs available to seniors, youth and other community members in areas such as housing, in home supportive services, assisted living, the many forms of elder abuse, home modification, home delivered meals, nutrition, kinship care issues, after school care, and recreation;
- Problems, needs and attitudes of senior citizens, youth, disabled and other community members, and the services, programs and resources available to meet their needs;
- Principles of community organizations and social service program development;
- Crisis intervention skills and techniques;
- General principles of behavioral sciences and social work;
- Supervisory principles and practices, including planning, delegating, and reviewing the work of subordinates;
- Techniques of training, instructing, and evaluating subordinates' work performance;
- Supervisory responsibility for equal employment opportunity as set forth in the City's Affirmative Action Program.

The ability to:

- Assess and analyze the needs and problems of targeted client groups and develop appropriate alternatives and solutions;
- Organize a comprehensive, consistent, and thorough follow-up system evaluating whether clients received the services they needed;
- Work independently and complete assignments from general instructions;
- Provide social work services in emergency situations;
- Develop and maintain cooperative working relationships with community organizations and groups;

- Prepare and deliver clear and concise written and oral reports, evaluations, presentations and recommendations;
- Interview clients and conduct comprehensive assessments;
- Plan, organize, and direct the activities of staff.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

Minimum Requirements:

Graduation from a recognized four-year college or university with a degree in Social Work.

License: A valid California driver's license may be required for some positions.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.

