

## **Social Service Worker III**

### **Definition:**

Under direction, assesses needs and provides comprehensive social services to individuals and families, and promotes client self-sufficiency. Performs assignments involving individualized treatment and specialized application of casework methods and skills.

This is the advanced journey level in the flexible classification of Social Service Worker I/II/III/IV/V. This classification is distinguished from Social Service Worker II by assignment to the most difficult social service cases, to a specialized function requiring a high degree of perception and creativity, or to a geographic or functional area where supervision may not be immediately available. Social Service Worker III's are expected to perform with a high degree of technical competence and independence. They may assist in training co-workers and oversee special projects. Promotion to Social Service Worker IV is subject to recommendation of the Department Head.

### **Essential Functions:**

- Interviews individuals and families to assess needs and strengths and develop case plans
- Responds to reports of abuse requiring immediate investigation; drives to and locates individuals and families in the field, often under time constraints and stressful conditions.
- Reports, investigates, and acts to protect vulnerable adults and children.
- Acts as lead worker in an assigned unit and in the absence of a supervisor when designated.
- Evaluates socioeconomic factors affecting self-sufficiency, such as homelessness, aging process (if applicable), low level education, drug addiction, employment, domestic abuse, mental illness, child abuse and neglect, etc.; provides case management, information or referral to individuals and families for social problems.
- Provides case management and individual and family needs assessment to identify self-sufficiency barriers; makes appropriate referrals to other agencies.
- Monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Authorizes supportive services, such as foster care, transportation, childcare reimbursement, respite care, or if applicable, elderly and disabled care, etc.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Makes home calls or field visits in connection with case management assignments that could be high risk.
- Transports individuals and families for court appearances, scheduled appointments, required activities, visitations or other purposes.
- Evaluates personal risk and uses good judgment to avoid harm.
- Creates, processes, and completes necessary case records and reports manually and electronically, within mandated time frames, to meet federal audit requirements and meet outcome performance objectives.
- Interprets policies, rules and regulations to individuals, families and the general public within the scope of job responsibility.
- Functions as a mandated reporter, reports possible abusive situations to appropriate social service programs.
- Works cooperatively with representatives from other agencies with related goals.
- Consults supervisor when problems are complex.
- Studies and applies the principles and techniques of social work to a caseload.

- Attends training courses designed to further understanding of social work processes and to increase technical competence.
- Maintains records, inputs data and retrieves information from case-management computer systems.
- Administers drug tests (witness urine samples given by clients).
- Prepares court reports and legal documents.
- Conducts forensic interviews.
- Conducts training presentations in specialized areas of expertise for staff and community.
- Performs other job-related duties as required.

**Employment Standards:**

Graduation from an accredited college or university with a Bachelor's degree in a behavioral science or related field, and eighteen months (18 mo.) of experience equivalent to a Social Service Worker in the Kern County classification system.

**OR**

Graduation from an accredited college or university with a Bachelor's degree and six (6) months experience equivalent to a Human Services Technician I, Job Developer I, Program Specialist I or Eligibility Worker, in the Kern County classification system and eighteen months (18 mo.) of experience equivalent to a Social Service Worker in the Kern County classification system.

**OR**

Bachelor's degree and successful completion of 24 semester or 40 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 casework experience.

Possession of a valid California Driver's License is required. Incumbent must have the ability to travel to designated locations.

Appointees are subject to fingerprinting for the purpose of a criminal record check as authorized by Section 16501 of the California Welfare and Institutions Code and Section 11105.3 of the California Penal Code.

**Knowledge of:** Socioeconomic conditions and trends; principles of individual and group behavior; principles of interviewing and problem solving; effective public speaking and public relations methods; cultural diversity; laws, rules, and regulations governing the operations of the public welfare agency, or aging agency on the federal, state, and local level; services and resources provided through other governmental agencies and community-based organizations; patterns of stability affecting individuals and families and barriers to self-sufficiency (such as, drug abuse, unemployment, domestic abuse, etc.); human development and indicators of maltreatment; principles of investigative techniques; professional ethics.

**Ability to:** Identify and assess conditions of individuals and families; obtain facts and recognize the relevant and significant dynamics of individuals and families; develop and implement a plan to address assessed needs; coach, mentor, and advocate for individuals and families; establish and maintain working relationships with individuals and families; organize and maintain workload; communicate effectively both verbally and in writing, including preparation and delivery of effective presentations; demonstrate appropriate and effective interpersonal skills; establish and build relationships in the community and with internal and external partner agencies; understand and implement agency programs, policies, and procedures; travel and locate individuals, families, and resources in the community; respect and maintain confidentiality; use computers and other technological devices in the scope of work; follow courtroom protocol; project appropriate courtroom demeanor; demonstrate ethical standards of behavior; work independently and utilize supervision when needed in achieving agency goals; apply education and experience in developing skills in interviewing and case recording, assessment, and overall caseload management; analyze and adopt a plan to address assessed needs; train and mentor co-workers; assess levels of risk in individuals and families, and act appropriately; work independently in making decisions and managing a caseload; review casework and evaluate for quality, consistency, and compliance; understand and prepare legal reports and documents.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.