

## **Social Service Worker I**

### **Definition:**

Under close supervision, learn to assess needs and provide basic social services to individuals and families; promote client self-sufficiency; carry a limited non-complex caseload.

This is the entry level in the flexible classification of Social Service Worker I/II/III/IV/V. Incumbents work in a trainee capacity in assessing problem situations and formulating plans for services. This leads progressively toward competency as a Social Service Worker II upon one-year of satisfactory service. Promotion to Social Service Worker II is considered on a merit basis subject to recommendation of the Department Head.

### **Essential Functions:**

- Interviews individuals and families to assess needs and strengths and develops case plans.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Studies and applies the principles and techniques of social work to a caseload.
- Under close supervision, monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Interprets rules, regulations and policy to individuals, families and the general public when within the scope of job responsibility.
- Evaluates socioeconomic factors affecting self-sufficiency, such as homelessness, 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.
- Authorizes supportive services, such as foster care, transportation, child care reimbursement, respite care, In-Home Supportive Services, or if applicable, elderly and disabled services as needed.
- 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.
- Makes home calls or field visits in connection with case management assignments (which could include potentially volatile situations).
- Transports individuals and families for court appearances, scheduled appointments, required activities, visitations or other purposes.
- Maintains records, inputs data and retrieves information from case management computer systems.
- Functions as a mandated reporter, reports possible abusive situations to appropriate social service programs.
- Reports, investigates and acts to protect vulnerable adults and children.

- Evaluates personal risk and uses good judgement to avoid harm.
- Consults supervisor when problems are complex.
- Works cooperatively with representatives from other agencies with related goals.
- Attends training courses designed to further understanding of the social work processes and to increase technical competence.
- Administers drug tests (witness urine samples given by clients).
- Prepares court reports and legal documents.
- 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 OR a Bachelor's degree AND six months experience equivalent to a Human Services Technician I, Job Developer I, or Eligibility Worker, or Program Specialist I in the Kern County classification system.

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; basic principles of individual and group behavior; principles of interviewing and problem solving; effective public speaking and public relations methods; cultural diversity.

**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; learn and apply ethical standards of professional behavior; 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; utilize and profit from supervision in achieving agency goals; 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; 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.