

## **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, child care 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 any field which includes a minimum of 12 semester or 20 quarter units in a behavioral 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.

Revised Job Specification

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**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.

**Supplemental:**

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.