

## Social Service Worker II

### **Definition:**

Under general supervision, assesses needs and provides comprehensive social services to individuals and families, and promotes client self-sufficiency.

This is the journey level in the flexible classification of Social Service Worker I/II/III/IV/V. Incumbents are expected to utilize greater skills and depth of job knowledge than a Social Service Worker I in assessing problem situations and formulating plans for services. Positions in this class differ from Social Service Worker III, in that the latter level is normally assigned to the most difficult cases, or to a specialized function, or to a geographic or functional area where supervision may not be immediately available. Promotion to Social Service Worker III 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 develop case plans.
- Takes proactive role in engaging individuals and families to value and secure self-sufficiency.
- Interprets and applies the principles and techniques of social work to a caseload.
- Interprets the policies, rules and regulations to individuals, families and the general public 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.
- Monitors, evaluates, and implements case plans and, if applicable, compliance with court orders.
- Makes home calls or field visits in connection with case management assignments.
- 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 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 any field which includes a minimum of 12 semester or 20 quarter units in a behavioral science AND six (6) months of experience as a Social Service Worker in the Kern County classification system

**OR**

Bachelor's degree AND six (6) months experience equivalent to a Human Services Technician II, Program Specialist I, Job Developer I, or Eligibility Worker, in the Kern County classification system and six (6) months of experience as 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 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.

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; 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, and other conditions).

**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; 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.