

## SOCIAL WORKER I

This is beginning level social work providing conventional services to clients who have obvious problems requiring well-established patterns of service. Direct services are provided through a variety of programs in human service agencies. Work involves conducting interviews with clients, relatives, and other contacts to obtain information to be incorporated into a social history which will aid in planning for required services. Work involves tasks such as establishing eligibility for specific programs or services, reaching conclusions as to the most appropriate services, and providing services or arranging services. Employees may provide basic casework services as a member of an interdisciplinary team. Employees give information to clients, answer factual questions, give explanations and interpretations of agency policies and procedures that concern the clients or care givers, and make referrals for other services. Employees report to a higher level professional or program manager.

### I. DIFFICULTY OF WORK:

Variety and Scope- Employees establish client eligibility for service, obtain client histories, perform initial assessments, develop a plan to provide basic services, explain available services and programs, and refer clients to appropriate programs/agencies for other needed services. Employees may evaluate and document client programs.

Intricacy- Employees utilize a variety of basic assessment tools to identify needs; obtain medical, financial, and social history; and develop a service plan for each client. Service plans include provision of basic services such as supportive counseling, coordination of day care, medical, or in-home services; and referral to other programs/services/agencies. Clients may have multiple problems which require referrals for other services.

Subject Matter Complexity- Work requires a knowledge of the basic elements of social work, of program to which assigned, knowledge of basic assessment tools, how to develop service plans, how to plan for provision of needed services, and knowledge of other agencies/programs so that appropriate referrals can be made.

Guidelines- Employees utilize agency guidelines and federal or state standards. Guidelines are generally specific and applications of these determines eligibility and services provided.

### II. RESPONSIBILITY:

Nature of Instructions- Work is performed independently according to established procedures. Employees are generally familiar with the aims and objectives of the program they are providing and minimal daily instruction is required. Supervision is immediately available when problem situations are encountered. On-the-job training is provided by a higher level supervisor.

Nature of Review- Work is reviewed by assessing program practices to determine compliance with regulations concerning the specific program or services. Work is also reviewed through submission of periodic reports, routine conferences with supervisor, and is subject to review in progress.

Scope of Decisions- Decisions regarding assessments and services impact on individual clients and their families; employees may provide direction or instruction to paraprofessional staff, volunteers, or care providers.

Consequences of Decisions- Decisions result in clients either receiving or not receiving appropriate services or appropriate referrals for higher level assistance as needed.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts- Work requires contact with clients, family members and other professional disciplines and service agencies.

Nature and Purpose- Contacts are for the purpose of determining client needs and ensuring that clients and families receive appropriate services. Employees also work with other staff in providing technical assistance and coordinating service delivery.

### IV. OTHER WORK DEMANDS:

Work Conditions- Employees work in settings which range from modern public service buildings to home environments in which odors and noise may be present due to functioning level of client.

Hazards- Employees have contacts with clients and other professionals which would not, under normal circumstances, present any danger. Behavioral problems of some clients, such as aggression, could cause bodily injury.

### V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities: Working knowledge of basic social work principles, techniques, and practices and their application to specific casework, group work, and community problems. Knowledge of governmental and private organizations and resources in the community. Some knowledge of behavioral and socioeconomic problems and their treatment. Ability to establish and maintain effective working relationships with administrative supervisors, with members of case load and their families, and with care providers and various community organizations. Ability to express ideals clearly and concisely. Ability to plan and execute work.

Minimum Training and Experience Requirements: Bachelor's degree in a human services field from an accredited college or university; Bachelor's degree from an accredited college or university and one year directly related experience.

Minimum Education and Experience Requirements for Trainee Appointment: Bachelor's degree from an accredited college or university.

\*Directly related experience is defined as human services experience in the areas of case management, assessment and referral, supportive counseling, intervention, psycho-social therapy and treatment planning.

Degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.