

Washington State Department of Personnel
Class Specification

~~SOCIAL WORKER 4~~
SOCIAL SERVICE CASE WORKER 1
3510

FINAL DRAFT
05/08/08 - DOP

Class Series Concept:

Social services is the delivery and organized effort for the protection of individuals and families from abuse and neglect; supporting individuals and families to safely care for themselves, their children and their family members; providing quality service care; and improving the quality of life for individuals and families and the needy citizens of the state. Professional case workers are empowered by state and federal laws to provide a variety of on-going assessments for a client's social service needs and oversee the provision of services to meet those needs.

For definition purposes, case assessment is determining which initial services are needed by a particular client and whether or not they will require additional services, evaluating the services provided, and making on-going and potential adjustments to those needs. Case management is implementing the services which the assessment found necessary, and managing the client's continuing and future social service needs. Comprehensive case assessment is an extensive and in-depth analysis to recognize potential, on-going, and/or severe issues within a client's environment that, due to other circumstances, may not be evident during the initial assessment.

Social services include conducting medical, risk, emotional, physical, and treatment assessments, comprehensive case planning, protective services, community placements, foster home licensing, investigations of allegations of abuse or neglect, and/or quality assurance reviews of services provided to clients in a variety of residential settings. Positions also coordinate with a variety of community organizations, law enforcement agencies, educational professionals, tribal, and contract vendors to ensure the treatment plan provisions are met.

Positions with assigned caseloads develop a case work plan to provide, but not limited to, the following: protective services to those at high risk of abuse or within suspected abusive/negligent situations; long-term care services which are responsive to the needs of the elderly, or persons with developmental disabilities; assessment of social needs for clients qualified to receive temporary assistance for the needy; quality care and support for adults and children; or assistance intervention of individuals and families to address their social, cultural, or health needs.

This series is not intended to include positions that determine financial eligibility; positions that license or review violations of licensed adult residential or nursing facility care establishments; or positions that provide psychiatric/therapeutic services as the primary function of the job within an institution or care service facility.

Definition:

~~Within the Department of Social and Health Services, is the entry level trainee classification for the professional social services series in either Aging and Adult Services, Children and Family Services, or Economic and Medical Services. The clients served may be children or families in which risk of child abuse or neglect are minimal, or adults with disabilities resulting from varying degrees of incapacity, or vocational, social, cultural or health impairments that hinder economic or residential independence. All positions at this level receive close, detailed supervision.~~

Performs entry-level professional social services in case assessment and case management.

Receives training in a variety of client services under close, detailed supervision.

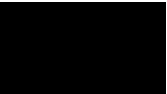
Distinguishing Characteristics:

~~Employees allocated to this classification receive extensive and advanced level on- and off-site structured training, both generic and division specific. In the first six months, cases are not assigned to this classification. When cases are assigned, they are pre-screened, closely supervised, and limited in number and complexity. As a component of their training program, incumbents shall assist professional level staff with cases that will enable them to experience a full range of division specific service functions. Employees remain in this classification for 18 months and then automatically promote to the Social Worker 2.~~

IN AGING AND ADULT SERVICES:

- ~~• Receive training in:~~
- ~~• assessment~~
- ~~• licensing activities~~
- ~~• protective services~~
- ~~• community placement~~
- ~~• information and referral~~
- ~~• social support services~~
- ~~• case management~~

IN CHILDREN AND FAMILY SERVICES:

- ~~• Receive training in:~~
 - ~~• risk assessment~~
 - ~~• licensing activities~~
 - ~~• protective services~~
- 

- information and referral
- case monitoring

IN ECONOMIC AND MEDICAL SERVICES:

- Receive training in:
- assessment of employability
- information and referral
- medical treatment
- vocational training
- social support services

This level provides employees with training and experience in social services, both generic and division specific. Cases are pre-screened, closely supervised, and limited in number and complexity. Incumbents assist professional-level staff with cases that will enable them to experience a full-range of specific service functions. Most positions will advance to the Social Service Case Worker 2 or the Social Service Case Worker 3 after completing the in-training plan.

Typical Work:

~~Under close supervision, experience/perform the full range of specific service functions, such as:— interviewing children, parents, and others; case assessment, formulation and implementation of service plans; legal intervention;—~~

Participates in the development and monitoring of Individual Service Plans;

~~Participates in staff conferences and required in-service training that is program area specific, department wide, or between agencies;—~~

Participates in in-house case staffings and multidisciplinary team/multi-agency staffings;

Studies and applies principles and techniques of casework; writes reports;

~~Interviews families/individuals for basic information relating to social history;—~~

Interviews clients and their families to assess needs and identify ~~Identifies~~ economic, social, cultural, physical, and environmental factors which support or limit family or individual functioning;

Identifies resource needs that can be met by other agencies and prepares necessary documentation for referral;

~~Implements and monitors appropriate service objectives or treatment plans;~~

Coordinates with appropriate intra- and inter-agency organizations to meet service goals or treatment plan objectives;

~~Identifies needs requiring services and enables clients to resolve needs through referral to appropriate resources;~~

Explains department policies and provisions of the law to families, individuals, and members of the community; arranges for the provision of necessary technical assistance to service providers;

Develops and maintains case records ~~relative to client needs, and steps taken to alleviate~~ problems that include administrative records for departmental tracking; ~~those needs utilizing prescribed agency forms and reports;~~

Recruits and develops resources for Family support and Professional Services;

Assists in the investigation of complaints of non-compliance with contractual requirements.

Performs other related work as required.

Knowledge and Abilities:

Knowledge of: goals and objectives for services to adults and children; child welfare social services; laws, rules and regulations in the field of public welfare/child welfare; social casework principles and practices; social and economic conditions which affect the work of a public social service agency; interviewing techniques; social problems which call for the use of public and private community resources; principles of individual and social development, vocational counseling, and psychology; medical terminology and services; job training and educational resources; community resources.

Ability to: learn and act upon new information; work cooperatively with individuals and groups and be able to coordinate service plans with other social service agencies; exercise mature and sound judgment in problem solving and the decision making process; organize own work; present material effectively in written and oral form; properly and accurately document activities, paper flow; identify economic, social, cultural, physical and environmental factors which support or limit family or individual functioning; learn and apply principles of psychosocial assessment.

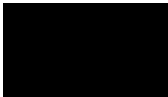
Legal Requirement(s):

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications:

~~A Master's degree in social services, human services, behavioral sciences, or an allied field.~~

OR

 A Bachelor's degree or higher in social services, ~~human services, behavioral sciences,~~ or an allied field ~~and one year of social service experience.~~

~~Note: Employees must successfully complete the formal training course sponsored by their division within 18 months of their appointment.~~

NOTES:

1. Some positions may require specialized experience.
2. Education must be accredited and recognized through the U.S. Department of Education's Office of Post-Secondary Education or the Council for Higher Education Accreditation.
3. Candidates must be willing to undergo and pass a background check as deemed necessary by the employer.

Class Specification History

New class (Social Worker 1): 8-1-88

Revises minimum qualifications: 1-12-90

Revises minimum qualifications: 6-15-90

Revises new class code: (formerly 35200) effective July 1, 2007

Revises title, definition, distinguishing characteristics, and adds Class Series Concept. This revision incorporates Developmental Disabilities Case Resource Manager Trainee (351T) into the Social Worker 1: Adopted TBA; effective TBA