

Washington State Department of Personnel
Class Specification

~~SOCIAL WORKER 2~~
SOCIAL SERVICE CASE WORKER 2
351P

FINAL DRAFT
05/08/08 - DOP

Class Series Concept: See Social Service Case Worker 1.

Definition:

~~Within the Department of Social and Health Services provides professional level social services to the clients of Aging and Adult Services, Children and Family Services, or Economic and Medical Services. Positions in this classification receive little supervision—employees are responsible for devising own work methods, with the exception of those positions receiving advanced level training. The positions continuing training receive supervision on a spot check basis.~~

Provides routine social services in case management and/or comprehensive case assessment or foster care licensing functions.

Distinguishing Characteristics:

~~IN AGING AND ADULT SERVICES:—~~

~~Provide a full range of social services designed to assist clients to live safely and independently in their own home or least restrictive setting.—~~

~~Provide general social services including all or part of a comprehensive assessment, case-management, service authorization, information and referral or counseling to adults and their significant others to develop the least restrictive case plan.—These services are provided within a combination of the following program areas:—adult protective services, in home care, and/or residential care; or,~~

~~Perform routine licensing functions which do not include recruitment and monitoring.—~~

~~IN CHILDREN AND FAMILY SERVICES:—~~

~~Perform routine licensing functions which do not include recruitment and monitoring; or~~

~~Provide risk assessment intake, receive supervisory approval prior to filling for future reference or forwarding referrals to an ongoing service delivery unit for investigation; or~~

~~Other indirect services to clients such as:~~

- ~~service eligibility determinations for out-of-home placements~~
- ~~case plan monitoring~~

- ~~For positions allocated to the third level of this series, employees may be appointed to this classification for one year of advanced training in the following areas:~~
 - ~~protection of children~~
 - ~~reconciliation of families~~
 - ~~ongoing services to children and families where risk is high or~~
 - ~~there is court involvement~~

~~IN ECONOMIC AND MEDICAL SERVICES:~~

~~Provide case management for clients with varying degrees of vocational, social, cultural, and/or medical impairments hindering economic independence. Seasonal fluctuations may impact caseload characteristics and the percentage of culturally/linguistically diverse clients. Assess and determine employability, job readiness, and vocational education and training needs. Create, implement, monitor, and modify case plans for achieving client economic and social self-support. Apply medical diagnostic terminology and categories to assess and determine client employability/incapacity.~~

Case assessment and/or management or foster care licensing functions are performed under supervision with some direction and guidance. Routine means positions have greater accountability and independence as they continue to gain the skills and knowledge required at the third level. Some positions will advance to the Social Service Case Worker 3 after successfully completing a required in-training plan.

Typical Work:

~~IN AGING AND ADULT SERVICES:~~

~~Interviews family members and community collateral to: ascertain facts of abuse/neglect, gather social history, complete psychosocial assessment to determine need, extent, and direction of intervention;~~

~~Assesses need for out-of-home placement; prepares and counsels family members regarding the need for placement;~~

~~Assesses need and arranges for residential placement services for individuals living in the community or discharged from a hospital;~~

~~Provides formal and informal referral service to community resources; case management services in a multidisciplinary approach to service delivery; crisis counseling and intervention to individuals and families that is goal directed, task centered, and time limited;~~

~~Assists a higher level worker, e.g., Social Worker 4, Nursing Consultant, to assess need and arrange for Chore services through either the contracted chore program or individual care providers; or refers to community volunteer chore program;~~

~~Develops a casework plan with the client and authorizes services within annual allotment of funds;~~

~~Reviews and examines cases on a periodic basis to assess client progress and determine continuing eligibility for aging and adult services programs;~~

~~Coordinates services with other agencies such as mental health, Employment Security, substance-abuse programs, vocational rehabilitation, and developmental disabilities;~~

~~Assists a higher level worker with investigative aspects of and developing service plans for and Adult Protective Services or in determining the appropriateness of and eligibility for COPES;~~

~~Provides formal or informal referrals to community services; networks with key aging and adult community agency services;~~

~~IN CHILDREN AND FAMILY SERVICES:~~

~~1. Licensing~~

- ~~• Processes applications/reapplications for foster care and day care;~~
- ~~• Interviews applicants for basic information related to minimum licensing requirements;~~
- ~~• Maintains case records and required forms and reports in prescribed agency format;~~
- ~~• Performs on-site inspections of applicant's home to assess compliance with minimum licensing requirements;~~
- ~~• Receives and processes paperwork and submits for criminal background and central registry checks;~~
- ~~• Contacts by mail the references provided by the applicant and evaluates the references' responses;~~
- ~~• Maintains information on day care and/or foster homes and the current availability of openings in these facilities;~~

OR

~~2. Intake~~

- ~~• Records information from telephone referents;~~
- ~~• Contacts collateral sources such as schools, doctors, neighbors, day care, etc., by mail, telephone or face to face in office to elicit information to complete intake form;~~
- ~~• Refers intake information to supervisor for decision on sufficiency screening, risk assessment and staff response time;~~

OR

~~3. Indirect Services to Clients~~

- ~~• Completes forms and determines financial eligibility and funding source for day care and/or out-of-home placement;~~
- ~~• Monitors case plans developed by private social service agencies for clients in placements funded by DSHS;~~
- ~~• Monitors private social service agencies for contract compliance and payment authorization;~~

~~4. Case Management~~

- ~~• Training
 - ~~○ Participates in in-house case staffings, multidisciplinary and/or multi-agency case staffings;~~
 - ~~○ Participates in unit staff meetings;~~
 - ~~○ Participates in advanced department and non-department training as appropriate;~~~~
- ~~• Under moderate supervision performs specific functions related to protection of children, reconciliation of families, and ongoing services to children and families where there is a voluntary service agreement court involvement such as:
 - ~~○ Interviews adults, children and community collaterals to assess degree of risk, assesses service needs and program eligibility;~~
 - ~~○ Monitors group home placements;~~
 - ~~○ Explains department policies and provisions of the law to families, individuals, and members of the community;~~
 - ~~○ Assesses risk of child abuse and neglect using risk assessment model;~~~~

- ~~Develops and implements appropriate service plans including service agreements with clients which are goal directed, have specific behavioral objectives, are measurable and time limited;~~
- ~~Maintains case records and required forms and reports in prescribed agency format;~~
- ~~Authorizes appropriate funds to implement service plans;~~
- ~~In consultation with agency attorney, prepares and documents cases for court proceedings; prepares and presents written and oral testimony for court proceedings;~~
- ~~Refers clients for psychological/psychiatric evaluations and treatment and other community resources;~~
- ~~Provides psycho-social summaries, home studies and other appropriate correspondence with outside agencies;~~
- ~~Provides crisis counseling and intervention to children and families that is goal directed, task centered and time limited;~~
- ~~Assesses need for out of home placement; prepares and counsels adults and children regarding the need for placement, separation of family members and loss trauma, and the steps for reunification;~~
- ~~Provides case management services to facilitate out of home placements; reviews need for continued out of home care;~~
- ~~Provides and/or arranges for supportive services such as consultation, problem-resolution and crisis counseling for out of home providers;~~
- ~~Provides transportation for clients;~~
- ~~Supervises visitation between children and adult family members;~~

~~IN ECONOMIC AND MEDICAL SERVICES:~~

~~Screens and refers clients for medical, psychiatric and other tests; reviews and interprets test results to determine eligibility for General Assistance and need for further treatment;~~

~~Authorizes additional referrals to medical specialists when indicated by medical evidence; reviews invoices to ensure charges for specific procedures are in accordance with State maximums;~~

~~Interviews clients to assess vocational and social history; uses this information as a factor in determining present ability to perform gainful employment;~~

~~Reviews and interprets medical information to determine clients' diagnosis, prognosis, and duration of condition; relates this to the clients' physical ability to perform work similar to that which they have performed in the past;~~

~~Refers and monitors progress of those referrals to other agencies such as: the Division of Vocational Rehabilitation, the Social Security Administration, the Division of Developmental Disabilities, ADATAA;~~

~~Develops a casework plan with the client and authorizes services within annual allotment of funds;~~

~~Interviews custodial parent to determine validity of claim that she or he has good cause not to pursue action against the absent parent of children;~~

~~Interviews and assesses financial eligibility for day care participation program;~~

~~Authorizes day care for participating mothers and makes referrals to day care providers; monitors day care use to assure compliance with amounts authorized;~~

~~Reviews and examines cases on a periodic basis to assess client progress and determines continuing eligibility for programs providing financial assistance;~~

~~Develops and maintains case records which document decisions and provide a record of case plans;~~

~~Prepares reports and information to aid in annual planning for program expenditures and staffing;~~

Interviews clients to determine program eligibility, service needs, and social history;

Explains department policies and provisions of the law to families, individuals, and members of the community;

Performs routine licensing functions excluding recruitment and monitoring;

Makes service eligibility determinations for out-of-home placements;

Provides formal and informal referral service to appropriate placement, services, and agencies;

Develops a casework plan with the client and authorized services within annual allotment of funds;

Monitors placements and progress of referrals to other agencies, compliance, and progress of casework plan;

Maintains case records and required forms; reports in prescribed agency format;

Performs other related work as required;

Knowledge and Abilities:

Knowledge of: gerontology; adult services; aging processes; principles of child development and child rearing methods; basic child care needs; family culture; functional and dysfunctional family dynamics; indicators of sexual and emotional abuse or neglect in children or adults; family conflict and domestic violence; exploitation of vulnerable adults; risk assessment and decision-making models; State and Federal laws regarding abuse, neglect, exploitation, custody, guardianship,

adoption, family reconciliation; use of the legal system; interviewing techniques; principles of individual and social development, vocational counseling, psychology, and applicable Federal and State laws; medical terminology and services; substance abuse and terminology; job training and educational resources; community resources.

Ability to: listen, observe, communicate, interview, understand, confront, and engage in problem solving and conflict resolution with adults, children, or families; work cooperatively with individuals and groups; prepare child and family for separation, interaction with substitute parents, agency supervision; identify economic, social, cultural, physical, and environmental factors which support or limit family or individual functioning; establish service plans, evaluate and report progress; effectively present material to community agencies, court, potential resources, and multidisciplinary teams in written and oral form; interview effectively with hostile and resistive children and adults; counsel children of all ages with varying degrees and abilities; manage a large caseload in an efficient and effective manner, to develop and implement casework plans to remove medical and employment barriers for socially and economically disadvantaged clients; identify economic, social, cultural, physical, and environmental factors which support or limit family or individual functioning.

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:

~~Eighteen months as a Social Worker 1 since July 1, 1988.~~

A Bachelor's degree or higher in social services or an allied field and one year as a Social Service Case Worker 1.

OR

~~A Bachelor's degree in social services, human services, behavioral sciences, or an allied field and two years of paid social service experience performing functions equivalent to a Social Worker 1.~~
Social Service Case Worker 1.

OR

~~A Master's degree in social services, human services, behavioral sciences, or an allied field and one year as a Social Worker 1 or equivalent paid social service experience~~ equal to one of the following:

1. One year of paid social service experience equivalent to a Social Service Case Worker 1.
2. A Master's level internship or practicum.

~~Note: A two-year Master's degree in one of the above fields that included a practicum will be substituted for one year of paid social service experience.~~

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

~~Note: Equivalent social service experience would include the previous classes of Caseworker 2, Juvenile Rehabilitation Supervisor 1 or Juvenile Rehabilitation Counselor 2 or higher.~~

~~FOR PROMOTION ONLY: A Bachelor's degree and two years of experience as a Caseworker 2 or 3, Social Worker 1A or B, Juvenile Rehabilitation Supervisor 1 or 2, or Juvenile Rehabilitation Counselor 2 in state service.~~

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: 8-1-88

Revises minimum qualifications: 7-14-89

Revises minimum qualifications: 1-12-90

Revises minimum qualifications: 6-15-90

Revises new class code: (formerly 35210), effective July 1, 2007

Revises title, definition, and distinguishing characteristics: Adopted TBA; effective TBA