

Washington State Department of Personnel
Class Specification

~~SOCIAL WORKER 3~~
SOCIAL SERVICE CASE WORKER 3
3510

FINAL DRAFT
05/08/08 - DOP

Class Series Concept: See Social Service Case Worker 1.

Definition:

~~Within the Department of Social and Health Services, functions as a lead worker or sole case manager in a remote location in either Aging and Adult Services or Economic and Medical Services; or, performs advanced level of specialized case management in Children and Family Services or Aging and Adult Services. All positions at this level receive little supervision—employees are responsible for devising their own work methods.~~

1) Independently performs specialized comprehensive assessments and case management functions for clients with multiple requirements, or long-term care services and barriers, or recommendation of long-term residential or adoptive placement of legally dependent children, and/or within an allotted budget, provides resource management services to obtain equipment or assistive devices, or other services and vendors; 2) Independently conducts investigations and/or prepares court documents and sworn testimony concerning alleged or severe, high risk, life threatening allegations of abuse, financial exploitation, abandonment, or neglect involving vulnerable adults or children and families; 3) Licenses foster homes and/or investigates complaints against licensed foster home/care facilities.

Distinguishing Characteristics:

~~This is the specialist level of this series functioning independently.~~

~~IN AGING AND ADULT SERVICES EITHER:~~

- ~~a) Serve as the leadworker reporting to an off site supervisor, or;~~
- ~~b) In a remote office is solely responsible for the full scope of social services provided in that location; or~~
- ~~c) Provide one or a combination of the following duties a majority of the time:
 - ~~• Adult Protective Services~~
 - ~~• Inspection of care~~
 - ~~• Determine the level of nursing care needed by clients~~~~

- ~~Ongoing case management to adults at high risk of institutionalization or to those adults whose need for case management is part of a service plan developed following an adult protective service or investigation~~

d) ~~License and develop alternate familial resources including duties such as recruitment, providing initial and ongoing training to licensees and staff, provide field response.~~

~~IN CHILDREN AND FAMILY SERVICES:~~

Provide one or more of the following services:

- ~~Protection of children~~
- ~~Reconciliation of families~~
- ~~Licensing and developing of alternate familial resources including duties such as recruitment, providing initial and ongoing training to licensees and staff, provide field response/investigations, participation in multidisciplinary team~~
- ~~Ongoing services to children and families where risk is high or there is court involvement including preparing court documents, testifying, and representing the agency and child~~
- ~~Intake based upon risk assessment determining urgency and response time of agency intervention, screening out referrals, and forwarding to ongoing service delivery unit without prior supervisory approval.~~

~~IN ECONOMIC AND MEDICAL SERVICES EITHER:~~

a) ~~Serve as the leadworker reporting to an off site supervisor; or~~

~~In a remote office is solely responsible for the full scope of social services provided in that location.~~

This is the journey-level of the series. Employees are fully-qualified, work independently, and receive general supervision.

Typical Work:

~~IN ADULT AND AGING:~~

~~Advises staff on appropriate assessment and intervention techniques, community and departmental resources, and caseload management;~~

~~Utilizing specialized knowledge of Adult Service program requirements, works with other agencies and organizations to explain the department's programs and policies;~~

~~Conducts comprehensive assessment and develops an initial or ongoing plan of care which provides support necessary to allow clients to remain in or return to the community from a nursing home, hospital, or other institutional care; or permits an alternative to nursing home placement through the COPES programs;~~

~~Investigates referrals on vulnerable adults who are functionally, mentally or physically unable to care for themselves by assessing and evaluating crisis situations;~~

~~Recruits and licenses adult family homes, provides initial and ongoing training to licensees and social work staff; monitors for contract compliance; investigates complaints of abuse, neglect or failure to comply with licensing regulations;~~

~~Consults with and makes referrals to appropriate law enforcement agencies, the prosecutor's office, mental health and alcohol involuntary treatment, prepares for, appears at and testifies in judicial and fair hearing proceedings;-~~

~~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;-~~

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

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

~~Provides case management services;~~

~~IN CHILDREN AND FAMILY SERVICES:~~

~~I. Licensing~~

- ~~• Processes applications/reapplications for foster care and day care homes;~~
- ~~• 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;~~
- ~~Provides recruitment, orientation, and training for applicants and/or providers of foster and day care homes;~~
- ~~Provides foster and day care home providers support services such as counseling, problem resolution, guidance, referrals to community resource advocacy and mediation;~~
- ~~Approves or denies applications to license or relicense day or foster care homes;~~
- ~~Prepares documentation for licensing denials, suspensions and revocations;~~
- ~~Presents documentation at administrative hearings regarding licensing denials, suspensions and revocations;~~
- ~~Conducts investigation of minimum licensing requirement violations and/or cooperates in the investigation of alleged abuse and/or neglect within a day care or foster home and provides follow-up on the plan of correction;~~
- ~~Participates in multidisciplinary and intra-agency staffings;~~
- ~~Maintains information on day care and foster homes and the current availability of openings in these facilities; and in consultation with other staff, researches appropriate placement resources to match the individual needs of children;~~
- ~~Provides public education, public relations, liaison and support for organizations;~~

II. Risk Assessment Intake

- ~~Interviews and records information from telephone referents;~~
- ~~Contacts collateral sources such as schools, doctors, neighbors, day care, etc., by mail, telephone or face-to-face on or off site;~~
- ~~Evaluates complaint information as to sufficiency;~~
- ~~Screens complaints according to department policy;~~
- ~~Evaluates complaint information and determines degree of risk (e.g., information only; low, moderate, or high risk of abuse and/or neglect);~~
- ~~Evaluates complaint information and determines need for emergent response;~~

- ~~Processes complaint, or refers the emergency to the appropriate direct service unit;~~

III. Case Management

- ~~Assesses risk of child abuse and neglect using risk assessment model;~~
- ~~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;~~
- ~~Participates in in-house case staffings, multidisciplinary and/or multi-agency case staffings;~~
- ~~Participates in unit staff meetings;~~
- ~~Interviews adults, children, and community collaterals to assess degree of risk, assesses service needs and program eligibility;~~
- ~~Develops and implements appropriate service plans including service agreements with clients which are goal directed, have specific behavioral objectives, are measurable and time limited;~~
- ~~In consultation with agency attorney, prepares and documents cases for court proceedings; prepares and presents written and oral testimony for court proceedings;~~
- ~~Provides case management services to facilitate out of home placements; reviews need for continued out of home care;~~
- ~~Provides permanency planning case management for children in out of home placement which may include guardianship, adoption, long term foster care or other arrangements as indicated;~~
- ~~Monitors group placements;~~
- ~~Refers clients for psychological, psychiatric, and/or medical evaluations and treatment and other community resources;~~
- ~~Provides psychosocial summaries, home studies and other appropriate correspondence with outside agencies;~~
- ~~Provides and/or arranges for supportive services such as consultation, problem resolution and crisis counseling for out of home providers;~~
- ~~Supervises visitation between children and adult family members;~~

- ~~• Explains department policies and provisions of the law to families, individuals, and members of the community;~~
- ~~• Maintains case records and required forms and reports in prescribed agency format;~~
- ~~• Authorizes appropriate funds to implement service plans;~~
- ~~• Participates in advanced department and non-department training;~~
- ~~• Provides department training, peer consultation and mentoring on cases;~~
- ~~• Provides training and consultation to community agency personnel and community groups;~~
- ~~• Provides transportation for clients;~~
- ~~• Serves as program liaison between the agency and community social service, educational, law enforcement, medical, and judicial agencies;~~
- Performs other work as required.

Assesses the risk of abuse or neglect;

Conducts assessments to determine program eligibility;

Assesses individual strengths and evaluates needs;

Prepares and counsels adults and children regarding need for placement, separation of family members and loss trauma, and the steps for reunification;

Responds to and/or investigates reports of alleged abuse, exploitation, or neglect;

Acts as a community liaison for the protection of vulnerable adults; facilitates scheduled and ad hoc multi-disciplinary/multi-agency team meetings with coordination of the Assistant Attorney General in pursuit of legal remedies;

Provides crisis counseling that is goal directed, task centered and time limited;

Assesses the need for and coordinates alternative placements;

Participates in or conducts in-house case staffings, multidisciplinary and/or multi-agency case staffings;

Develops and implements appropriate service plans;

In consultation with agency attorney, prepares and documents cases for court proceedings; prepares and presents written and oral testimony for court proceedings;

Develops or monitors placements;

Monitors service compliance with state and federal regulations and ensures corrective action when needed;

Refers clients for evaluation, treatment and/or to other community resources;

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

Conducts home studies in preparation for foster care licensing, temporary, long-term, guardianship, or adoptive placements;

Approves or denies foster home licenses and presents documentation at administrative hearings regarding licensing denials, suspensions, and revocations;

Authorizes appropriate funds to implement service plans;

Performs other related work as required.

Knowledge and Abilities:

Knowledge of: social casework principles and practices; parenting-skill enhancement content and teaching and training methods for both natural parents and foster parents; best practices and resource management for supporting people with developmental disabilities and their families; risk assessment and decision making; gerontology; residential and in-home care; interviewing techniques; role of expert representative in both court proceedings and multidisciplinary team service delivery; principles of child development; concepts of group work and group dynamics as applied to family counseling and multidisciplinary team approach to service delivery; current literature ~~on child-welfare~~ related to developmental disabilities, child welfare, or geriatric practices; concepts of community organization as applied to the development of community resources; principles of individual and social development, vocational counseling, psychology, and applicable Federal and State laws, medical terminology and services; job training and educational resources; and community resources.

Ability to: work cooperatively with groups and individuals; organize and prioritize own work; manage a large caseload in an efficient and effective manner; assist other workers to develop and implement effective techniques for caseload management; present material effectively in written and oral form; develop and implement casework plans to remove medical and employment barriers for socially and economically disadvantaged clients; identify economic, cultural, physical, and environmental factors which support or limit family or individual functioning; work independently and make decisions around program issues; apply principles and techniques of psychosocial casework.

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:

~~One year as a Social Worker 2 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 2.

OR

~~A Bachelor's degree in social services, human services, behavioral sciences, or an allied field and three years of paid social service experience performing functions equivalent to a Social Worker 2~~
Social Service Case Worker 2.

OR

~~A Master's degree in social services, human services, behavioral sciences, or an allied field and two years of paid social service experience equivalent to a Social Worker 2~~
Social Service Case Worker 2.

~~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 3 or higher.~~

OR

~~For Promotion Only: A Bachelor's degree and three years of experience as a Caseworker 3, Social Worker 1A or B, Social Worker 2, Casework Supervisor Trainee, Casework Supervisor, Juvenile Rehabilitation Supervisor 1 or 2, or Juvenile Rehabilitation Counselor 2 in State service.~~

NOTES:

1. Two years of paid professional-level experience equivalent to a Social Service Case Worker 3 will substitute for three years of the above required experience.
2. Some positions may require specialized experience.
3. 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.
4. Candidates must be willing to undergo and pass a background check as deemed necessary by the employer.

Class Specification History:

New class (Social Worker 3): 8-1-88

Revises minimum qualifications: 10-14-88 (emergency basis; permanent basis 12-09-88)

Revises minimum qualifications: 1-12-90

Revises minimum qualifications: 6-15-90

New class code: (formerly 35220), effective July 1, 2007

Revises title, definition, distinguishing characteristics, and adds Class Series Concept. This revision incorporates the DD Case Resource Manager (351U) into the previously titled Social Worker 3:
Adopted TBA; effective TBA