

Washington State Department of Personnel
Class Specification

NEW CLASS

SOCIAL SERVICE CASE WORKER 4

351S

FINAL DRAFT

05/08/08 - DOP

Class Series Concept: See Social Service Case Worker 1.

Definition:

1) Performs advanced case lead duties for contentious court cases or serves as a response team lead in specialized, high-profile or difficult cases or recommends and implements quality assurance improvements; OR 2) Serves as a lead worker for those performing case assessment and case management work at the lower levels of the series. OR 3) As the community liaison, provides advanced and specialized social service case assessment/management and provider/vendor resources in an office either in an off-site location or as a manager of an outstation office located away from the Regional Office.

Distinguishing Characteristics:

Positions respond to difficult, publicly scrutinized, and/or high profile investigations of severe, high risk, life-threatening allegations of abuse, exploitation, abandonment, or neglect involving either children and families or vulnerable adults. As the designated team lead responding to these investigations, case workers coordinate with other investigative authorities such as law enforcement, Indian tribes, prosecutors, other agencies, Attorney Generals Office, psychological and nursing consultants, medical personnel, or financial institutions. These cases are made difficult by factors such as internal/external audit or review, media coverage, public scrutiny, heightened political interest, and multiple private party involvements.

Typical Work:

Coordinates resources programs with management services, DSHS Offices, county coordinators, Adult Family Homes, county boards and other vendors;

Interprets and presents state and federal regulations to clients and families, established boards, citizen groups, providers/vendors and others concerned and involved with people with developmental disabilities;

Conducts interviews in high risk, volatile situations posing a high risk of danger, including interviewing alleged perpetrators, training, monitoring and conducting quality assurance on publicly exposed crisis cases;

Provides support services and oversight to Adult Family Home providers to enhance health, or safety and quality of life for residents with developmental disabilities, or child/family protective services;

Assesses/evaluates, monitors, makes recommendations and plans for family support services, including respite care programs for adults, developmental disability programs, therapies and family/child protective services;

Reviews levels of risk in cases of alleged abuse or neglect, arrange for Protective Services to ensure all levels of agency intervention match levels of assessed risk to children and vulnerable adults and consider agency permanency needs;

Serves as case management lead for those cases determined by the supervisor to be potentially and/or exceptionally volatile;

Provides assistance with the coverage of assigned caseloads in the absence of a social service case worker;

Provides departmental training, peer consultation, and mentoring on cases;

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

Performs liaison educational and program functions between the agency and community social services, educational, law enforcement, medical and judicial agencies;

Prepares written and oral reports, documentation, inter-/intra-agency communications regarding program areas;

Implements and interprets policy and procedure at the case level;

In an off-site office, is solely responsible for the full scope of social services in that location;

Manages a local outstation office facility and arranges for custodial and other office supports;

Acts as the designated lead worker over professional staff and directs, trains, and assigns work in an outstation;

Manages a caseload of people who have developmental disabilities and provides specialized services to clients and their family by developing, implementing, and monitoring Individual Service Plans;

Coordinates resource programs with case management services, DSHS offices, county coordinators, Adult Family Homes, county boards, and other vendors;

Performs other related work as required.

Knowledge and Abilities:

Knowledge of: social work principles and practices; comprehensive assessment; parenting-skill enhancement content, and teaching and training methods for both natural parents and foster parents; or resource management for people who have developmental disabilities and their families; or risk assessment and decision making; gerontology; residential and in-home care; interviewing and intervention 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 evidenced-based and promising practices in child, individual, and family welfare; 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; community resources.

Ability to: lead, teach and train staff; manage a large volume of work; supervise staff; communicate with agency staff, other agencies and community groups; develop and maintain effective working relationships; evaluate job performance; interview job applicants; monitor staff performance.

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 Bachelor's degree or higher in social services or an allied field and one year as a Social Service Case Worker 3.

OR

A Bachelor's degree in social services or an allied field and two years of paid social service experience equivalent to a Social Service Case Worker 3.

OR

A Master's degree in social services or an allied field and one year of paid social service experience equivalent to a Social Service Case Worker 3.

NOTES:

1. A Master's-level internship or practicum will substitute for one year of paid social service 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: Incorporates the Developmental Disabilities Outstation Manger (351V) into this class, moves the lead worker/sole case manager from Social Worker 3, and adds designated lead functions for contentious court cases.

Adopted TBA; effective TBA