

OCCUPATIONAL GROUP: Social Services

CLASS FAMILY: Social Work

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to provide social services to various populations, including adults, children and families. Services may include adult and child protective services, adoption, foster care, senior services, youth services and victim services. Perform related work as required.

UNDER DEVELOPMENT

**CLASS TITLE: Social Work Support Technician
(currently Youth Residential Worker 1)**

DISTINGUISHING CHARACTERISTICS:

UNDER DEVELOPMENT

**CLASS TITLE: Social Work Specialist 1
(Currently Youth Residential Worker 2)**

**DISTINGUISHING CHARACTERISTICS:
CLASS TITLE: Social Work Support Technician 2**

CLASS TITLE: Social Work Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions provide entry-level professional social services, including initial assessment of social service needs, eligibility determination, arrangement for service delivery and continuous monitoring of client status. They provide social services related to areas such as day care, personal care homes, home management, information and referral, health related social services or other areas of similar complexity. These positions may also be trainee level adult and/or child protective service workers. A valid driver's license, a reliable form of transportation and frequent travel may be required. Perform related work as required.

EXAMPLES OF WORK: (Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)

- Takes, evaluates and approves client applications for services and explains services and eligibility criteria.
- Interviews clients to obtain information regarding personal and social history, family situation, previous treatment or training, health condition and interests.

- Reviews existing records to supplement interview data and prepare specific treatment or service plans and to make referrals or recommendations.
- Conducts investigations concerning allegations of abuse by talking with and visually observing affected individuals and talks with immediate family, relatives, neighbors, teachers, doctors and relevant others and reviews any pertinent records.
- Prepares safety, service and/or treatment plans to remedy contributing problems and stop behavior patterns of abuse/neglect/exploitation and solicits family cooperation.
- Periodically reviews client progress records to modify treatment recommendations and ensure compliance with treatment policy and regulations.
- Recruits, evaluates and approves providers of services at this level and conducts on-site evaluations of providers' facilities and services.
- Trains clients/families in home management, day care and other health and personal care areas and provides day-to-day assistance to client in such areas as family contacts, phone calls, bill paying and personal or financial service arrangements.
- Counsels clients individually or in groups in problem resolution and use of available resources and acts as advocate for client in seeking health, financial and rehabilitative services.
- Compiles information for various reports, completes forms and prepares correspondence or internal transmittals related to social work referrals and client program participation.
- Files petitions with the court as needed to ensure the safety of children, testifies before the court, and makes appropriate placement of children, including but not limited to staying with relatives or in foster homes, nursing homes, residential treatment facilities or emergency shelters.
- Transports and/or supervises clients during off-site visits, services or at special events.
- Conducts and facilitates Multi-Disciplinary Team Meetings.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of theories, principles, methods and techniques of social work and social service casework.
- Knowledge of state and federal laws, rules and regulations pertaining to social problems and social welfare programs.
- Knowledge of human behavior and the behavioral sciences, particularly concerning child development, family dynamics and interpersonal relationships.
- Ability to interview clients to obtain pertinent information.
- Ability to assess emotional states, behavioral indicators, family dynamics and overt signs of abuse in order to evaluate safety and risk and determine whether an abusive situation exists.
- Ability to communicate with individuals who have emotional problems, mental problems, substance abuse issues and/or domestic violence situations.
- Ability to establish and maintain effective working relationship with clients and their families, agency personnel, the public and others.
- Ability to influence people to engage in problem-solving activities and to change attitudes and behavior.
- Ability to develop, monitor and modify client safety, service and treatment plans.

- Ability to communicate effectively, both orally and in writing.
- Ability to operate a computer.
- Ability to pass competency testing **(IS THIS STILL VALID?)**.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Social Work or related field from a regionally accredited college or university.

Experience: 0 - 1 year of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners.

Note: Applicants may be appointed for a period not to exceed sixty (60) days from date of hire pending verification of licensure. Applicants must agree in writing to verify licensure within sixty days or be terminated. Employees working under this restriction shall not perform any social work duties until licensure is verified.

CLASS TITLE: Social Work Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions provide full performance level social services to the public and to clients requiring therapeutic interventions. Work includes assessment of social service needs, eligibility determination, arrangement for service delivery and continuous monitoring of client status. These positions provide social services related to areas such as nursing home placement, adult family care, admission or aftercare, homeless or other areas of similar complexity. A valid driver's license, a reliable form of transportation and frequent travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Takes, evaluates and approves client applications for services and explains services and eligibility criteria.
- Interviews patients newly admitted to a state hospital, advising them of social services available to them and their families.
- Investigates all reports of abuse or neglect filed against parents, or employees of state institutions given charge of patients.
- Develops client service plans designed to accomplish habilitation and rehabilitation of clients and to provide social services to assist clients in attaining social, educational and vocational goals.
- Counsels clients/families in achieving goals of client service plan.
- Writes a history for each case and keeps it current with all treatments and programs administered.

- Recruits, evaluates and approves providers of services at this level and conducts on-site evaluations of providers' facilities and services.
- Interacts with a variety of professional practitioners in the areas of social work, mental health, developmental disabilities, education and counseling and guidance to assess clients' needs and provide appropriate services.
- Makes referrals to other agencies, mental health centers, state hospitals or other sources of assistance.
- Speaks before community organizations and groups regarding services available and to develop community resources.
- Participates in staff meetings pertaining to diagnosis and treatment.
- Writes reports on case findings and summaries of clients' social and financial circumstances.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of theories, principles, methods and techniques of social work and social service casework.
- Knowledge of state and federal laws, rules and regulations pertaining to social problems and social welfare programs.
- Knowledge of human behavior and the behavioral sciences, particularly concerning child development, family dynamics and interpersonal relationships.
- Knowledge of community resources available for utilization in the welfare field.
- Ability to interview clients to obtain pertinent information.
- Ability to assess social, educational and economic circumstances of clients to determine need for social services.
- Ability to assess emotional states, behavioral indicators, family dynamics and overt signs of abuse in order to evaluate safety and risk and determine whether an abusive situation exists.
- Ability to communicate with individuals who have emotional problems, mental problems, substance abuse issues and/or domestic violence situations.
- Ability to establish and maintain effective working relationship with clients and their families, agency personnel, the public and others.
- Ability to influence people to engage in problem-solving activities and to change attitudes and behavior.
- Ability to develop, monitor and modify client safety, service and treatment plans.
- Ability to evaluate social service providers according to established guidelines.
- Ability to communicate effectively, both orally and in writing.
- Ability to prepare written reports and case histories of clients.
- Ability to operate a computer.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Social Work or related field from a regionally accredited college or university.

Experience: 1 - 3 years of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education. A master's degree in Social Work may substitute for the required experience on a year-for-year basis.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners.

Note: Applicants may be appointed for a period not to exceed sixty (60) days from date of hire pending verification of licensure. Applicants must agree in writing to verify licensure within sixty days or be terminated. Employees working under this restriction shall not perform any social work duties until licensure is verified.

CLASS TITLE: Social Work Specialist 3

DISTINGUISHING CHARACTERISTICS:

These positions provide advanced level social services to the public and to clients requiring services such as group therapy, family therapy or other intensive therapeutic interventions. Work includes assessment of social service needs, eligibility determination, planning, development and delivery of services and continuous monitoring of client status. These positions provide social services related to areas such as adult protective services, child protective services, adoption, foster care, emergency shelter care, youth services, Hartley program, Medley program or other areas of similar complexity. Work requires the expertise and judgment to deal with situations that are potentially dangerous to worker and the client. Individuals in these positions may serve as a lead worker. A valid driver's license, a reliable form of transportation and frequent travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Prepares social assessment of client circumstances related to adult protective services, child protective services, adoption, foster care, emergency shelter care, youth services, Hartley program, Medley program or other areas of similar complexity.
- Conducts investigations concerning allegations of abuse, including sexual abuse, by talking with and visually observing affected individual; talks with immediate family, relatives, neighbors, teachers, doctors and relevant others and reviews any pertinent records and documents the results of the investigation.
- Prepares safety, service and/or treatment plans, either alone or in collaboration with an interdisciplinary team of professionals from such areas as nursing, medicine, psychology, psychiatry and chaplaincy, to remedy contributing problems and stop behavior patterns of abuse/neglect/exploitation and solicits family and/or caregiver cooperation.
- Develops client service plan designed to accomplish habilitation and rehabilitation of the client and to provide social services to assist client in attaining social, educational and vocational goals.
- Monitors, assesses and reports client progress and actively participates in or instigates the modification of service plans.

- Provides, with significant autonomy, individual, group or family counseling requiring intervention skills in situations involving complex interpersonal, social, financial, legal and health dimensions. Counsels youth to correct delinquent and socially unacceptable behavior; prepares probation plans for juvenile offenders and monitors progress of probationers under the court supervision.
- Locates and evaluates providers for foster care, adoption, emergency shelter care and Medley home services, counsels and rains providers in effectively providing required services and conducts periodic evaluations of facilities and services.
- Interacts with a variety of professional practitioners in the areas of social work, mental health, developmental disabilities, education, juvenile delinquency and counseling and guidance to assess clients' needs and provide appropriate services.
- Speaks before educational and community organizations and groups regarding services available and to develop community resources.
- Files petitions with the court as needed to ensure client safety, testifies before the court and makes appropriate placement of clients, including but not limited to staying with relatives or in foster homes, nursing homes, residential treatment facilities or emergency shelters.
- Maintains detailed case records and extensive documentation, prepares specialized reports on case findings and summaries of clients' social and financial circumstances.
- Conducts and facilitates Multi-Disciplinary Team Meetings.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of theories, principles, methods and techniques of social work and social service casework.
- Knowledge of state and federal laws, rules and regulations pertaining to social problems and social welfare programs.
- Knowledge of human behavior and the behavioral sciences, particularly concerning child development, family dynamics and interpersonal relationships.
- Knowledge of community resources available for utilization in the welfare field.
- Ability to interview clients to obtain pertinent information.
- Ability to assess social, educational and economic circumstances of clients to determine need for social services.
- Ability to assess emotional states, behavioral indicators, family dynamics and overt signs of abuse in order to evaluate safety and risk and determine whether an abusive situation exists.
- Ability to communicate with individuals who have emotional problems, mental problems, substance abuse issues and/or domestic violence situations.
- Ability to establish and maintain effective working relationship with clients and their families, agency personnel, the public and others.
- Ability to influence people to engage in problem-solving activities and to change attitudes and behavior.
- Ability to develop, monitor and modify client safety, service and treatment plans.
- Ability to evaluate social service providers according to established guidelines.
- Ability to communicate effectively, both orally and in writing.

- Ability to prepare written reports and case histories of clients.
- Ability to operate a computer.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Social Work or related field from a regionally accredited college or university.

Experience: 1 - 5 years of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education. A master's degree in Social Work may substitute for the required experience on a year-for-year basis.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners.

Note: Applicants may be appointed for a period not to exceed sixty (60) days from date of hire pending verification of licensure. Applicants must agree in writing to verify licensure within sixty days or be terminated. Employees working under this restriction shall not perform any social work duties until licensure is verified.

CLASS TITLE: Social Work Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise the work of staff responsible for providing social services. Work includes planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals, developing acceptable standards of casework and interpretation of programmatic policies and procedures. Individuals in these positions supervise professional personnel but typically do not have budgetary responsibilities. A valid driver's license, a reliable form of transportation and frequent travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, assigns and reviews the work of professional and support staff.
- Develops acceptable standards of casework and supervises the maintenance of such standards.
- Ensures uniform application of all laws, rules, regulations, policies and procedures related to social services.
- Evaluates effectiveness of services.
- Develops and implements services and support programs and guides subordinates in the development of individual or group programs for clients.
- Studies and recommends policy, procedures, standards and operational methods for consideration by agency administration.
- Serves as consultant in area of responsibility.
- Prepares necessary reports and records to reflect unit operation status.
- Directs staff development activities within area of assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws, rules and regulations pertaining to social problems and social welfare programs.
- Knowledge of theories, principles, methods and techniques of social services casework.
- Knowledge of the social rehabilitation process, including procedures, methods, techniques and practices.
- Knowledge of the methods of casework supervision.
- Knowledge of department policies and procedures.
- Knowledge of social services legislation.
- Knowledge of applicable alternative resources.
- Ability to supervise professional and support staff.
- Ability to manage complex programs.
- Ability to exercise good judgment.
- Ability to direct the work of multi-disciplinary groups effectively in a team approach.
- Ability to establish and maintain effective relationships with professionals at all levels.
- Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Social Work or related field from a regionally accredited college or university.

Experience: 2 - 5 years of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education. A master's degree in Social Work may substitute for the required experience on a year-for-year basis.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners.

CLASS TITLE: Social Work Supervisor Senior

DISTINGUISHING CHARACTERISTICS:

These positions coordinate the delivery of social service programs within a district and serve as liaisons between the Department and the judicial system, education systems, law enforcement and others. Work includes planning, assigning and reviewing the work of subordinates, providing training, conducting employee performance appraisals, developing acceptable standards of casework and interpretation of programmatic policies and procedures. Individuals in these positions supervise professional personnel and are responsible for staying within an assigned budget. A valid driver's license, a reliable form of transportation and frequent travel may be required. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Trains, directs, coordinates and evaluates the work of Social Work Supervisors, Social Work Specialists and support staff.
- Develops acceptable standards of casework and supervises the maintenance of such standards.
- Supervises the subordinates engaged in casework and evaluates the results of their performance.
- Maintains records, data and furnishes necessary reports.
- Coordinates work with volunteer organizations and other public agencies.
- Counsels and guides subordinates in the development of individual or group programs for the rehabilitation of clients.
- Assists in the development and implementation of goals and objectives.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal laws, rules and regulations pertaining to social problems and social welfare programs.
- Knowledge of theories, principles, methods and techniques of social services casework.
- Knowledge of the social rehabilitation process, including procedures, methods, techniques and practices.
- Knowledge of administrative and supervisory principles and practices.
- Knowledge of the methods of casework supervision.
- Knowledge of department policies and procedures.
- Knowledge of community and family social, economic and health problems.
- Knowledge of social services legislation.
- Ability to supervise subordinates and to cooperate with other public and private agencies.
- Ability to speak effectively, to exercise good judgment, and to maintain effective working relationships with the public.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in Social Work or related field from a regionally accredited college or university.

Experience: 4 - 6 years of full-time or equivalent part-time paid experience in Social Work.

Education & Experience Substitution: Current West Virginia Social Work Licensure may substitute for the required education. A master's degree in Social Work may substitute for the required experience on a year-for-year basis.

Certificates, Licenses, Registrations: Eligible for Temporary Social Work Licensure - **OR** - Licensure as a Social Worker, Graduate Social Worker or Certified Social Worker by the West Virginia Board of Social Work Examiners.