



MENDOCINO COUNTY CIVIL SERVICE COMMISSION

AGENDA

VACANT
1ST DISTRICT
COMMISSIONER

TERRY POPLAWSKI
2ND DISTRICT
COMMISSIONER

RON ORENSTEIN
3RD DISTRICT
COMMISSIONER - CHAIR

GINNY FETH-MICHEL
4TH DISTRICT
COMMISSIONER - VICE-
CHAIR

MARILYN HARDEN
5TH DISTRICT
COMMISSIONER

DATE: Wednesday, July 18, 2018
TIME: 9:00 A.M.
PLACE: Board of Supervisors Chambers
501 Low Gap Road, Room 1070
Ukiah, CA 95482

ORDER OF AGENDA

The County is committed to making its Commission meetings accessible to all citizens. Individuals with special needs may call telephone number (707) 234-6600, email hr@mendocinocounty.org, or send a facsimile transmission to (707) 468-3407.

AGENDA ITEM NO. 1 – CHAIR ROTATION

AGENDA ITEM NO. 2 – ROLL CALL

AGENDA ITEM NO. 3 – APPROVAL OF MINUTES

Approval of Minutes of June 20, 2018 Commission Meeting.

AGENDA ITEM NO. 4 – PUBLIC EXPRESSION

This is an opportunity for the public to speak to the Commission on any item other than those listed for Commission consideration on this agenda. If you wish to speak, please use the microphone at the lectern. Please begin by stating your name, whether you reside within the county, and the name of the organization you represent, if any. The Chair of the Commission may impose a time limit on any speaker depending on the number of people wanting to speak and time available for the rest of the agenda. In the event comments are related to an item scheduled on the agenda, speakers may be required to wait to make their comments until that item is considered.

AGENDA ITEM NO. 5 – EMPLOYEE ORGANIZATION

This agenda item is to be used for Employee Organization representatives to present information/requests to the Civil Service Commission.

AGENDA ITEM NO. 6 – ADJOURN TO CLOSED SESSION

Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.

- A. Pursuant to Government Code Section 54957(b) – Public Employee Performance
(Extension of Probationary Period)
Title: Legal Secretary I
- B. Pursuant to Government Code Section 54957(b) – Employment Application Appeal
Title: Social Worker II

The Civil Service Commissioners request the appearance of any Department Head/representative at meetings that have matters relevant to their department. Failure to attend may result in delays in action of agenda items or denial of presented requests.

AGENDA ITEM NO. 7 – RECONVENE TO OPEN SESSION

Report of action taken in Closed Session

AGENDA ITEM NO. 8 – CLASSIFICATION SPECIFICATION MODIFICATION

Social Worker and Social Worker Supervisor Series

AGENDA ITEM NO. 9– HUMAN RESOURCES DIRECTOR REPORT

This agenda item is to be used for the Human Resources Director to provide information to the Commission regarding Human Resources issues.

AGENDA ITEM NO. 10 – ADJOURN

The meeting will adjourn when all business to be presented has been covered.

The Civil Service Commissioners request the appearance of any Department Heads/Representatives at meetings which have matters relevant to their departments. Failure to attend may result in delays in action of agenda items or denial of requests presented.



**CIVIL SERVICE COMMISSION
COUNTY OF MENDOCINO**
501 Low Gap Road, Room 1326
Ukiah, CA 95482

SUMMARY/ACTION MINUTES

DATE: Wednesday, June 20, 2018

LOCATION: Board Chambers
501 Low Gap Road
Ukiah, CA 95482

TIME: 9:00 A.M.

COMMISSIONERS PRESENT: Ginny Feth-Michel, Marilyn Harden, Ron Orenstein, and Terry Poplawski

COMMISSIONERS ABSENT: 1st District seat currently vacant

ALSO PRESENT: Juanie Cranmer, Human Resources Manager
Shellie Tubbs, Office Services Supervisor
Tim Mitchell, Senior Human Resources Analyst
Danelle Fierro, Human Resources Analyst II

CALL TO ORDER

The June 20, 2018, Civil Service Commission meeting was called to order at 9:00 A.M. by Chair Orenstein.

AGENDA ITEM NO. 1 – ROLL CALL

Present: Commissioners Harden, Feth-Michel, and Poplawski. Chair Orenstein presiding.

Absent: 1st District seat currently vacant.

AGENDA ITEM NO. 2 – APPROVAL OF MINUTES

COMMISSION ACTION: Upon motion by Commissioner Harden, seconded by Commissioner Poplawski, and carried (4/0); IT IS SO ORDERED that the minutes of the May 16, 2018, Commission meeting are approved as presented.

AGENDA ITEM NO. 3 – PUBLIC EXPRESSION

None.

AGENDA ITEM NO. 4 – EMPLOYEE ORGANIZATION

None.

AGENDA ITEM NO. 5 – LEAVE WITHOUT PAY

Request for LWOP – HHSA – Social Services Employee.

PRESENTER/S: Mr. Tim Mitchell, Senior Human Resources Analyst, and Ms. Danelle Fierro, Human Resources Analyst II.

Mr. Mitchell presented the proposal for a request of leave without pay for Health and Human Services Agency employee Yvonne Gornycz. Ms. Gornycz was on authorized leave without pay since January 22, 2018 through April 13, 2018 and has exhausted all state and federal required leave benefits. Mr. Mitchell clarified that although staff's memorandum states otherwise, this leave is not protected and therefore not subject to Civil Service Rule XII, Section 1; which in the case of protected leave, authorizes the Human Resources Director to approve such requests. Mr. Mitchell further corrected staff's memorandum, stating that the employee's department is not in favor of the request for leave without pay.

Ms. Danelle Fierro, Human Resources Analyst II, responded to questions from the Commission and provided clarifying information in regards to the request.

Discussion followed.

COMMISSION ACTION: Upon motion by Commissioner Feth-Michel, seconded by Commissioner Harden, and carried (4/0); IT IS SO ORDERED that the request for leave without pay for HHS Social Services Department employee, is denied

AGENDA ITEM NO. 6 CIVIL SERVICE RULE AMENDMENT ADOPTION

Adoption of amendments to Civil Service Rules approved on May 16, 2018.

PRESENTER/S: Ms. Juanie Cranmer, Human Resources Manager.

Commissioner Feth-Michel asked if the employee organizations were notified specifically to the Civil Service Rule amendments other than the posting of the changes.

Ms. Cranmer confirmed that the organizations were notified in advance of the intent and the recommendations of Human Resources, and that they were encouraged to attend the Civil Service Commission meeting. They were also told if they had any concerns, they should notify Human Resources in writing by June 1, 2018.

COMMISSION ACTION: Upon motion by Commissioner Poplawski, seconded by Commissioner Feth-Michel, and carried (4/0); IT IS SO ORDERED the adoption of amendments to the Civil Service Rules are approved as presented.

AGENDA ITEM NO. 7 – HUMAN RESOURCES DIRECTOR REPORTS

PRESENTER/S: Ms. Juanie Cranmer, Human Resources Manager.

Ms. Cranmer reported that phase one of the class and compensation study is complete and we have a preliminary recommendations that will be reviewed by Human Resources Director Heidi Dunham, and at some point provided to the Board of Supervisors.

Ms. Cranmer stated we have a vacancy in the First District. Supervisor Carre Brown is attempting to find someone, as well as it being posted on the Board and Commission vacancies page of the Board of Supervisors webpage.

Ms. Cranmer stated we will be doing some work on the Civil Service Commission webpage, making it more interesting and informative. We will also post the Civil Service Commission vacancy on the webpage.

Commissioner Poplawski inquired how the County did on the job fair. Ms. Cranmer stated we had over 300 people attend and received over 110 applications during the job fair. Within twenty-four (24) hours after the job fair, there were close to 200 applications. There have been several recruitments that had been closed with well over 100 applicants, which has not happened in a while.

Discussion followed.

AGENDA ITEM No. 8 – ADJOURN

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 9:19 A.M.

Juanie Cranmer

Human Resources Manager and Secretary to the Civil Service Commission



County of Mendocino

Human Resources Department

Heidi M. Dunham
Director

501 Low Gap Road, Room 1326
Ukiah, CA 95482-3734

Email: hr@mendocinocounty.org
Website: www.mendocinocounty.org/hr

Office: (707) 234-6600
Facsimile: (707) 468-3407

MEMORANDUM

DATE: July 18, 2018

TO: **Civil Service Commission**

FROM: Sharon Gunther, Human Resources Analyst

SUBJECT: Modifications of Classification Specifications – Social Worker and Social Worker Supervisor Series

During the September 14, 2017 meeting, the Civil Service Commission adopted modifications to the classification specifications of the Social Worker and Social Worker Supervisor series to become more consistent with the language used between the various levels of Social Workers, as well as with the format used by Mendocino County and the patterns of experience and education used by other County agencies.

Since the adoption of the modified classification specifications, there has been an increase of application appeals from applicants disqualified for not having met the minimum qualifications. At the request of the Human Resources Director and the Civil Service Commission, Human Resources reviewed the classification specifications to determine if there is a common denominator for the increase of appeals. Upon reviewing the classification specifications and the various appeals, Human Resources has determined the language used in the specifications describing the experience and/or education required to qualify may be less than clear and may be causing applicants to believe their experience and/or education is qualifying. .

Attached are the proposed classification specifications for the Social Worker and Social Worker Supervisor series. These proposed modifications are intended to provide a more comprehensive language and clarification of the required minimum qualifications.

RECOMMENDATION

It is recommended that the Commission adopt the revised classification specifications for Social Worker I, II, III, IV and Supervisor I and II as presented, or amended by the Commission.



PROPOSED

SOCIAL WORKER I Classification Specification

JOB SUMMARY:

Under close supervision in a learning capacity, performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; manages a caseload of increasingly difficult cases; and performs other related work as assigned. Typical assignments are within child welfare and adult services programs.

DISTINGUISHING CHARACTERISTICS:

Social Worker I is the entry level in the Social Worker series and will work under close supervision of a Social Worker Supervisor, or designated staff. Incumbents may have minimal experience and learn casework/social work methods, procedures, policies, and carry a limited non-complex caseload. As requisite skill and knowledge is developed, greater independence and the full scope of responsibility is exercised. Social Worker I will be assigned increased responsibility as incumbents demonstrate proficiency in social work skills and/or increased education. Incumbents are expected to promote to the Social Worker II after one (1) year of satisfactory performance. The Social Worker classification differs from the Social Worker Assistant classification in that the former is responsible for assessments, developing case plans, court reports, locate necessary services, collaborate with service providers, provide case management and deliver direct services to families, and assign and direct work of the Social Worker Assistants. Social Worker I differs from Social Worker II in that the latter is journey level and assigned more complex duties.

SUPERVISION EXERCISED:

Exercises no supervision over other staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Conducts interviews with clients, family members, and others in their home/field, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services. Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Receives reports of suspected abuse/neglect; investigates allegations by conducting interviews with victims and others; assesses situations and recommends, implements and monitors alternate placement; may provide information to law enforcement or district attorneys; may testify in court.
- Maintains confidential information and client confidentiality in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Develops and carries out culturally sensitive service plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish service plan goals.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary.
- Advocates on clients' behalf for appropriate services. Assists applicants and clients in utilizing available resources, including assisting in completing paperwork and accompanying clients to appointments.
- Interprets policies, rules, and regulations of the agency to clients, applicants and others within the scope of responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and service plans to clients, families and service providers.
- Develops and prepares court reports, service plans, case narratives and safety plans in computer systems.
- Coordinates and directly monitors family visitations to assess progress toward the service plan goals.
- Participates in in-service training and other staff development activities to increase knowledge of the social work practices and achieve technical proficiency.
- Develops, coordinates and may facilitate a team of professionals and natural supports working with clients to achieve client goals.

- Provides community outreach for various agency programs.
- Counsels or supports clients with complex or specialized needs; provides crisis intervention.
- Provides self-help information, education, and services; works with clients and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates law enforcement, medical, and psychological reports.
- Enters and retrieves data and narratives from computer systems.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smartphone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience: EITHER

Pattern 1: Bachelor's degree from accredited four year college or university with a major in social welfare/social work, social/ human services, sociology, or other social or behavioral science.

Pattern 2: Bachelor's degree from accredited four year college or university with a major in a field other than listed in the above; **and** one (1) year of full-time experience in the Social ~~ServiceWorker~~ AideAssistant, Eligibility ~~WorkerSpecialist~~ II, Employment and Training Worker II or comparable classification **OR** two (2) years of full-time experience providing direct services interacting with to children or adults ~~providing direct services~~ in a private or public agency.

Pattern 3: Successful completion of thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare/social work, social/human services, sociology, or other social or behavioral science; *(Examples of other acceptable courses that may fall under social or behavioral science minors/majors include: anthropology, criminal justice, education, human development, law, psychology, public health); **and** one (1) year of full-time experience in the Social ~~ServiceWorker~~ AideAssistant, Eligibility ~~WorkerSpecialist~~ II, Employment and Training Worker II or comparable classification **OR** three (3) years of full-time experience providing direct services interacting with to children or adults ~~providing direct services~~ in a private or public agency.

~~*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, human development, law, psychology, public health.~~

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Local socio-economic conditions and trends.
- Basic principles of individual and group behavior.
- Current issues in the field of social welfare.
- Basic public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- Basic principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency and the role and responsibilities of a social worker.

- Community organization and the social problems calling for the use of public and private community resources.
- Basic signs of abuse/neglect of children, the elderly and dependent adults.

Skill to:

- Communicate effectively, both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Organize and maintain work detail.
- Apply existing laws, rules, and regulations to welfare department operations.
- Interpret and explain to the clients, recipient, or other public social service programs, policies, rules, and regulations.
- Write clear and concise narrative reports, correspondence and other materials.
- Develop skill in interviewing case recording and interpretation.
- Work constructively within a community setting and effectively use appropriate resources and services.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses.

Mental and Physical Abilities:

- Basic analysis and problem solving.
- Establish and maintain effective professional working relationships with agency staff, clients, and others.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with moderate direction.
- Recognize the relevance and significance of obtained facts.
- Work with increasingly difficult cases/clients including clients with dual diagnosis, potentially dangerous clients or legally complex cases.
- Work effectively in emotionally charged or stressful settings/emergencies.
- Accept and use constative supervision and constructive feedback.
- Learn, understand and apply the agency programs, policies, and procedures.
- Use a computer to accurately and rapidly enter and retrieve data and information.
- Assess, evaluate and determine situations and adopt effective courses of action.
- Effectively handle problems involving several variables in non-standardized situations.
- While performing the essential functions of this job the incumbent is regularly required to use sound and odor perception and discernment.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may, during the course of their work, occasionally be required to lift and/or carry children weighing up to 40 pounds, including children in car seats, infant carriers, or strollers.

Working Conditions

Work is performed in a normal office or indoor environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

Per State regulations (Section 14-611 of the California Department of Social Services Manual of Policies and Procedures Staff Development and Training), all new child welfare social workers shall complete a standardized core training program approved by the California Department of Social Services within 12 months from the date of hire as a child welfare social worker. Core training that must be completed within 12 months of hire includes but is not limited to ten (10) total modules that consist of 22 classroom sessions, 22 e-learning sessions and 9 field based activities over a ten (10) month period. Classroom days are blocked together and held each month with a duration

ranging from two (2) to four (4) days each month. Classroom days generally occur in locations that are several hours away from Mendocino County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Social Worker I

CLASS CODE: S544

DEPARTMENT: Health & Human Services Agency

REPORTS TO: Social Worker Supervisor or designee

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9.20.17

History Notes: 9/17 Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications in 2017 intended to standardize the series and simplify the minimum qualifications patterns.



PROPOSED

SOCIAL WORKER II Classification Specification

JOB SUMMARY:

Under general direction the Social Worker II carries a caseload of moderately difficult cases determining the services required by County applicants or clients for social services; performs moderately difficult studies and develops comprehensive client service plans. Typical assignments are within child welfare and adult service programs.

DISTINGUISHING CHARACTERISTICS:

Social Worker II is the journey level in the Social Worker series. Incumbents work with a moderate degree of independence in administering services and in using agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs. The Social Worker classification differs from the Social Worker Assistant classification in that the former is responsible for assessments, developing case plans, court reports, locate necessary services, collaborate with service providers, provide case management and deliver direct services to families, assign and direct work of the Social Worker Assistants. Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned more complex cases, specialized functions and/or lead worker duties.

SUPERVISION EXERCISED:

Exercises no supervision over other staff. May act as a mentor to others working in the same program area.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Conducts interviews with clients, family members, and others in their home/field, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services. Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Receives reports of suspected abuse/neglect; investigates allegations by conducting interviews with victims and others; assesses situations and recommends, implements and monitors alternate placement, may provide information to law enforcement or district attorneys; may testify in court.
- Maintains confidential information and client confidentiality in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Develops and carries out culturally sensitive service plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish service plan goals.
- Assess and evaluate client problems and determine service plans with moderate supervision.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary.
- Advocates on clients' behalf for appropriate services; assists applicants and clients in utilizing available resources, including assisting in completing paperwork and accompanying clients to appointments.
- Interprets policies, rules, and regulations of the agency to clients, applicants and others within the scope of responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and service plans to clients, families and service providers.
- Develops and prepares court reports, service plans, case narratives and safety plans in computer systems.
- Coordinates and directly monitors family visitations to assess progress toward the service plan goals.
- Participates in in-service training and other staff development activities to increase knowledge of the social work practices and achieve technical proficiency.
- Develops, coordinates and may facilitate a team of professionals and natural supports working with clients to achieve client goals.
- Provides community outreach for various agency programs.
- Counsels or supports clients with complex or specialized needs; provides crisis intervention.
- Provides self-help information, education, and services; works with client and caregivers to develop and

improve caregiving and independent living skills.

- Obtains and evaluates law enforcement, medical, and psychological reports.
- Enters and retrieves data and narratives from computer systems.
- May counsel client/family regarding marital, family inter-relationship, abuse/neglect and life skill issues.
- Performs other related duties as assigned

MATERIAL AND EQUIPMENT USED:

General office equipment Computer
Tablet Smart Phone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

Pattern 1: One (1) year of full-time experience performing entry level social work case management in the Social Worker I classification. ^{*,**}

OR

Pattern 2: Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science. (Examples of other acceptable courses that may fall under social or behavioral science minors/majors include: anthropology, criminal justice, education, human development, law, psychology, public health); and One (1) year of full-time social work case management experience as a Social Worker or Protective Services Worker with children or adults in a public or private agency setting. ^{*,**}

AND

~~Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science.~~ ^{*}

~~*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, human development, law, psychology, public health.~~

^{*}Qualifying social work case management as a Social Worker or Protective Services Worker includes direct case work management such as; assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Local socio-economic conditions and trends.
- Principles of individual and group behavior.

- Current issues in the field of social welfare.
- Public welfare programs on the Federal, State, and local level.
- General principles of public assistance policies and programs.
- Principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency and the role and responsibilities of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse/neglect, and the effects of abuse/neglect on child/adult development and behavior.
- Signs, and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in home; options for placement; effects of removing clients from unsafe situations.

Skill to:

- Evaluate psychological factors in the child and/or family's situation.
- Recognize signs of abuse/neglect of children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Organize and maintain work detail.
- Apply existing laws, rules, and regulation to welfare department operations.
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations.
- Write clear and concise narrative reports, correspondence and other materials.
- Basic interviewing, case recording and interpretation.
- Work constructively within a community setting and effectively use appropriate resources and services.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

Mental and Physical Abilities:

- Analyze and problem solving.
- Establish and maintain effective professional working relationships with agency staff, clients and others.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with moderate direction.
- Recognize the relevance and significance of obtained facts.
- Work with increasingly difficult cases/clients including clients with dual diagnosis, potentially dangerous clients or legally complex cases.
- Work effectively in emotionally charged or stressful settings/emergencies.
- Accept and use consultative supervision and constructive feedback
- Learn, understand and apply the agency program, policy and procedures
- Use a computer to accurately and rapidly enter and retrieve data and information.
- Assess, evaluate and determine situations and adopt effective courses of action.
- Effectively speak and make presentations before public groups and respond to questions.
- Effectively handle problems involving several variables in non-standardized situations.
- While performing the essential functions of this job, the incumbent is regularly required to use sound and odor perception.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may, during the course of their work,

occasionally be required to lift and/or carry children weighing up to 40 pounds, including children in car seats, infant carriers, or strollers.

Working Conditions

Work is performed in a normal office or indoor environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

Per State regulations (Section 14-611 of the California Department of Social Services Manual of Policies and Procedures Staff Development and Training), all new child welfare social workers shall complete a standardized core training program approved by the California Department of Social Services within 12 months from the date of hire as a child welfare social worker. Core training that must be completed within 12 months of hire includes but is not limited to ten (10) total modules that consist of 22 classroom sessions, 22 e-learning sessions and 9 field based activities over a ten (10) month period. Classroom days are blocked together and held each month with a duration ranging from two (2) to four (4) days each month. Classroom days generally occur in locations that are several hours away from Mendocino County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Social Worker II

CLASS CODE: S545

DEPARTMENT: Health and Human Services Agency

REPORTS TO: Social Worker Supervisor or designee

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9.20.17

History Notes: 9/17 Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications in 2017 intended to standardize the series and simplify the minimum qualifications patterns.



PROPOSED

SOCIAL WORKER III Classification Specification

JOB SUMMARY:

Under general direction the Social Worker III carries a caseload of difficult cases determining the services required by County applicants or clients for social services; performs difficult studies and develops comprehensive client service plans. Typical assignments are within child welfare and adult service programs.

DISTINGUISHING CHARACTERISTICS:

Social Worker III is the advanced journey level in the Social Worker series. Incumbents work with a moderate degree of independence in administering services and in using agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs. The Social Worker classification differs from the Social Worker Assistant classification in that the former is responsible for assessments, developing case plans, court reports, locate necessary services, collaborate with service providers, provide case management and deliver direct services to families, and assign and direct work of the Social Worker Assistants. Social Worker III differs from Social Worker II in that the former receives more difficult assignments requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for services. Social Worker III differs from Social Worker IV in that the latter is the most experienced worker, assigned the most complex cases, specialized functions and/or lead worker duties, and requires both advanced education and social work experience.

SUPERVISION EXERCISED:

Exercises no supervision over other staff. May act as a mentor to others working in the same program area.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include, but are not limited to, the following:)

- Conducts interviews with clients, family members, and others in their home/field, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services. Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Carries a caseload of more difficult types of social services cases requiring a high degree of technical competence.
- Receives reports of suspected abuse/neglect; investigates allegations by conducting interviews with victims and others; assesses situations and recommends, implements and monitors alternate placement; may provide information to law enforcement or district attorneys; may testify in court.
- Maintains confidential information and client confidentiality in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Develops and carries out culturally sensitive service plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish service plan goals.
- Assess and evaluate client problems and determine service plans with a high degree of independence.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary.
- Advocates on clients' behalf for appropriate services. Assists applicants and clients in utilizing available resources including assisting in completing paperwork and accompanying clients to appointments.
- Interprets policies, rules, and regulations of the agency to clients, applicants and others within the scope of responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and service plans to clients, families and service providers.
- Develops and prepares court reports, service plans, case narratives and safety plans in computer systems.
- Coordinates and directly monitors family visitations to assess progress toward the case plan goals.
- Participates in in-service training and other staff development activities to increase knowledge of social work practices and achieve technical proficiency.
- Develops, coordinates and may facilitate a team of professionals and natural supports working with clients to

achieve client goals.

- Provides community outreach for various agency programs.
- Counsels or provides guidance and support to individuals and/or families with more complex or specialized needs including protective services, crisis intervention, special medical or legal needs, and other social services.
- Provides self-help information, education, and services; works with clients and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates law enforcement, medical, and psychological reports.
- Enters and retrieves data and narratives from computer systems.
- May counsel client/family regarding marital, family inter-relationship, abuse/neglect and life skill issues.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Computer
Tablet	Smart Phone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

Pattern 1: One (1) year of full-time experience performing journey level social work case management in the Social Worker II classification.

Pattern 2: Bachelor's degree in any field and successful completion of twenty four (24) semester units (36 quarter units) of a master's degree program in social work; or a counseling program from an accredited college or university, emphasizing marriage, family, and child counseling or marriage and family therapy, clinical psychology, or gerontology (adults only); **and** one (1) year of full-time social work case management experience as a Social Worker or Protective Services Worker in a public or private agency. *

OR

Pattern 23: Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science (Examples of other acceptable courses that may fall under social or behavioral science minors/majors include: anthropology, criminal justice, education, human development, law, psychology, public health). Two (2) years of full-time social work case management experience in a public or private agency; ***and two (2) years of full-time social work case management experience as a Social Worker or Protective Services Worker in a public or private agency. ***

AND

Thirty (30) college semester units (45 quarter units) from an accredited college or university, including fifteen (15) semester units (22 quarter units) in social welfare, social/human services, sociology, or other social or behavioral science; *

OR

Pattern 3: Bachelor's degree in any field and successful completion of 24 semester or 36 quarter units of a master's degree program in social work, or a counseling program from an accredited college or university, emphasizing marriage, family, and child counseling or marriage and family therapy, clinical psychology, or gerontology (adults only)

AND

One (1) year of social work case management experience. **

*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, human development, law, psychology, public health.

*Qualifying social work case management as a Social Worker or Protective Services Worker includes direct case work management such as; assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/ required; and authority to impose sanctions or implement actions that impact services.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Local socio-economic conditions and trends.
- Principles of individual and group behavior.
- Current issues in the field of social welfare.
- Public welfare programs on the federal, state, and local level.
- General principles of public assistance policies and programs.
- Principles and techniques of interviewing and recording of social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency and the role and responsibilities of a social worker.
- Community organization and the social problems calling for the use of public and private community resources.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse/neglect, and the effects of abuse/neglect on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use abuse/neglect in adults and children and the effects on families.
- Standards for maintaining clients safely in home; options for placement; effects of removing clients from unsafe situations.

Skill to:

- Evaluate psychological factors in the child and/or family's situations.
- Recognize signs of abuse/neglect of children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Communicate effectively both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Organize and maintain work detail.
- Apply existing laws, rules, and regulations to welfare department operations.
- Interpret and explain to applicants, recipients, or other public social service programs, policies, rules and regulations.
- Write clear and concise narrative reports, correspondence and other materials.
- Interviewing, case recording, and interpretation.
- Work constructively within a community setting and effectively use appropriate resources and services.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

Mental and Physical Abilities:

- Analyze and problem solve.
- Establish and maintain effective professional working relationships with agency staff, clients and others.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with minimal direction.
- Recognize the relevance and significance of obtained facts.
- Work with difficult or complex cases/clients including clients with dual diagnosis, potentially dangerous clients or legally complex cases.
- Work effectively in emotionally charged or stressful setting/emergencies.
- Accept and use consultative supervision and constructive feedback.
- Learn, understand and apply the agency program, policy and procedures.
- Use a computer to accurately and rapidly retrieve data and information.
- Assess, evaluate and determine situations and adopt effective courses of action.
- Effectively speak and make presentations before public groups and respond to questions.
- Effectively handle problems involving several variables in non-standardized situations.
- While performing the essential functions of this job the incumbent is regularly required to use sound and odor perception and discernment.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may, during the course of their work, occasionally be required to lift and/or carry children weighing up to 40 pounds, including children in car seats, infant carriers, or strollers.

Working Conditions

Work is performed in a normal office or indoor environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

Per State regulations (Section 14-611 of the California Department of Social Services Manual of Policies and Procedures Staff Development and Training), all new child welfare social workers shall complete a standardized core training program approved by the California Department of Social Services within 12 months from the date of hire as a child welfare social worker. Core training that must be completed within 12 months of hire includes but is not limited to ten (10) total modules that consist of 22 classroom sessions, 22 e-learning sessions and 9 field based activities over a ten (10) month period. Classroom days are blocked together and held each month with a duration ranging from two (2) to four (4) days each month. Classroom days generally occur in locations that are several hours away from Mendocino County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Social Worker III

CLASS CODE: S546

DEPARTMENT: Health and Human Services Agency

REPORTS TO: Social Worker Supervisor or designee

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9.20.17

History Notes: 9/17 Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications in 2017 intended to standardize the series and simplify the minimum qualifications patterns.



PROPOSED

SOCIAL WORKER IV-A/B/C/D Classification Specification

JOB SUMMARY:

Under general direction the Social Worker IV carries a complex caseload of the most complex cases determining the services required by County applicants or clients for social services; performs difficult studies and develops comprehensive client service plans. Typical assignments are within child welfare and adult service programs.

DISTINGUISHING CHARACTERISTICS

Social Worker IV is the advanced level in the Social Worker series. Incumbents work with a high degree of independence in administering services and in using agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs. The Social Worker classification differs from the Social Worker Assistant classification in that the former is responsible for assessments, developing case plans, court reports, locate necessary services, collaborate with service providers, provide case management and deliver direct services to families, and assign and direct work of the Social Worker Assistants. Social Worker III differs from Social Worker IV in that the latter is the most experienced worker, assigned the most complex cases, specialized functions and/or lead worker duties, and requires both advanced education and social work experience.

Assignments at A/B/C/D levels will be dependent upon required education and experience described below.

SUPERVISION EXERCISED:

Exercises no supervision over other staff. May act as a mentor to others working in the same program area.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following)

- Conducts interviews with clients, family members, and others in their home/field, in the office, or via telephone to assess the basic social, physical and mental needs of clients and obtain health information in order to identify and provide social services. Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment.
- Carries a caseload of more difficult types of social services cases requiring a high degree of technical competence.
- Receives reports of suspected abuse/neglect; investigates allegations by conducting interviews with victims and others; assesses situations and recommends, implements and monitors alternate placement; may provide information to law enforcement or district attorneys; may testify in court.
- Maintains confidential information and client confidentiality in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Develops and carries out culturally sensitive service plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish service plan goals.
- Assess and evaluate client problems and determine service plans with a high degree of independence.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary.
- Advocates on clients' behalf for appropriate services. Assists applicants and clients in utilizing available resources, including assisting in completing paperwork and accompanying clients to appointments.
- Interprets policies, rules and regulations of the agency to clients, applicants and others in the scope of responsibility.
- Makes home visits in connection with casework assignments.
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations, and service plans to clients, families and service providers.
- Develops and prepares court reports, service plans, case narratives and safety plans in computer systems.
- Coordinates and directly monitors family visitations to assess progress toward the case plan goals.
- Participates in in-service training and other staff development activities to increase knowledge of social work practices and achieve technical proficiency.
- Develops, coordinates and may facilitate a team of professionals and natural supports working with clients to

achieve client goals.

- Provides community outreach for various agency programs.
- Counsels or provides guidance and support to individuals and/or families with more complex or specialized needs including protective services, crisis intervention, special medical or legal needs, and other social services.
- Provides self-help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills.
- Obtains and evaluates law enforcement, medical, and psychological reports.
- Enters and retrieves data and narratives from computer systems.
- May counsel client/family regarding marital, family inter-relationship, abuse/neglect and life skill issues.
- May be assigned to specialized functions within the agency.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Computer
Tablet	Smart Phone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

Social Worker IV-A

Pattern 1: A Master's Degree in social work from an accredited college or university, or a Master's Degree from an accredited two-year counseling program. ~~;~~

OR

Pattern 2: Bachelor's degree from accredited four year college or university with a major in social welfare/social work, social/ human services, sociology, or other social or behavioral science ~~;~~ **and** five (5) years of full-time progressively responsible social work case management experience as a Social Worker or Protective Services Worker in a public ~~welfare~~ or private agency, two (2) of which were at the level of Social Worker III or comparable.^{*} *Social Worker IV-A is the highest level of advancement in the social worker series for social workers who do not possess a Master's Degree in social work from an accredited college or university, or a Master's Degree from an accredited two-year counseling program. ^{**}*

Social Worker IV-B:

A Master's Degree in social work from an accredited college or university, or a Master's Degree from an accredited two-year counseling program, **and** one (1) year experience as a Social Worker IV-A.

Social Worker IV-C:

Social Worker IVs shall be appointed to this range upon meeting the criteria for SW IV-B; **and** upon possession of a valid ~~intern~~ registration number for the Board of Behavioral Sciences, as an Associate Clinical Social Worker (ASW), Associate Marriage and Family Therapist ~~Intern~~ (AMFT) or Licensed Associate Professional Clinical Counselor ~~Intern~~ (LAPCC). Social Workers in this range must obtain an appropriate license to practice as a License Clinical Social Worker, Marriage and Family Therapist or Licensed Professional Clinical Counselor in the State of California within six (6) years following registration as an ~~intern~~ associate.

Social Worker IV-D:

Social Worker IV's shall be appointed to this range upon meeting the criteria for SW IV-B; **and** upon possession of a license issued by the Board of Behavioral Sciences, to practice as a Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT) or Licensed Professional Clinical Counselor (LPCC) in the State of California.

~~*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, education, human development, law, psychology, public health.~~

~~**Qualifying social work case management~~ as a Social Worker or Protective Services Worker includes direct case work management such as; assessment, evaluation; conducting investigations of abuse and neglect; preparing court

reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Licenses and Certifications:

Valid Driver's License

Social Worker IV C:

Intern registration or certification as stated above

Social Worker IV D:

License as stated above

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of organization, workload management and time management.
- Principles and practices of note taking, report writing, English composition, grammar, punctuation, and spelling.
- Phone etiquette and interview techniques.
- Local socio-economic conditions and trends.
- Principles of individual and group behavior.
- Current issues in the field of social welfare.
- Public welfare programs on the federal, state, and local level.
- General principles of public assistance policies and programs.
- Principles and techniques of interviewing and recording social casework.
- Laws, rules, and regulations governing the operation of the public welfare agency and the role and responsibilities of a social worker.
- Community organizations and the social problems calling for the use of public and private community resources.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages and dynamics of abuse/neglect, and the effects of abuse/neglect on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use abuse/neglect in adults and children and the effects on families.
- Standards for maintaining clients safely in home; options for placement; effects of removing clients from unsafe situations.

Skill to:

- Evaluate psychological factors in the child and/or family's situation.
- Recognize signs of abuse/neglect of children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Organize and maintain work detail.
- Apply existing laws, rules and regulations to welfare department operations.
- Interpret and explain to the applicant, recipient, or others public social services programs, policies, rules and regulations.
- Write clear and concise narrative reports, correspondence and other materials.
- Interviewing, case recording, and interpretation.
- Work constructively within a community setting and effectively use appropriate resources and services.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.

- Respect cultural differences.
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses.

Mental and Physical Abilities:

- Analyze and problem solve.
- Establish and maintain effective professional working relationships with agency staff, clients and others.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimal direction.
- Recognize the relevance and significance of obtained facts.
- Work with difficult or complex cases/clients including clients with dual diagnosis, potentially dangerous clients or legally complex cases.
- Work effectively in emotionally charged or stressful setting/emergencies.
- Accept and use consultative supervision and constructive criticism.
- Learn, understand and apply the agency program, policy and procedures.
- Use a computer to accurately and rapidly enter and retrieve data and information.
- Assess, evaluate and determine situations and adopt effective courses of action.
- Effectively speak and make presentations before public groups and respond to questions.
- Effectively handle problems involving several variables in non-standardized situations.
- While performing the essential functions of this job the incumbent is regularly required to use sound and odor perception and discernment.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may, in the course of their work, be required to occasionally lift and / or carry children, including children in car seats or infant carriers weighing up to 40 pounds.

Working Conditions:

Work is performed in a normal office or indoor environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County.

Per State regulations (Section 14-611 of the California Department of Social Services Manual of Policies and Procedures Staff Development and Training), all new child welfare social workers shall complete a standardized core training program approved by the California Department of Social Services within 12 months from the date of hire as a child welfare social worker. Core training that must be completed within 12 months of hire includes but is not limited to ten (10) total modules that consist of 22 classroom sessions, 22 e-learning sessions and 9 field based activities over a ten (10) month period. Classroom days are blocked together and held each month with a duration ranging from two (2) to four (4) days each month. Classroom days generally occur in locations that are several hours away from Mendocino County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks over than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Social Worker IV

CLASS CODE: S548

DEPARTMENT: Health and Human Services Agency

REPORTS TO: Social Worker Supervisor or designee

FLSA STATUS: N
CIVIL SERVICE: YES
BARGAINING UNIT: SEIU
ADOPTED: 9.20.17

History Notes: 9/17 Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications in 2017 intended to standardize the series and simplify the minimum qualifications patterns.



PROPOSED

SOCIAL WORKER SUPERVISOR I Classification Specification

JOB SUMMARY:

Under general direction, the Social Worker Supervisor I plans, organizes, and supervises social service and employment staff engaged in providing information and referral services, adult protective services, in-home supportive services, home placement services, child protective services, and/or employment services; performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Social Worker Supervisor I is a first-line supervisor but typically does not supervise employees in positions that require a master's degree pursuant to California Department of Social Services (CDSS) Manual of Policy and Procedures (MPP) Division 31 regulations (31.070), unless CDSS has issued a waiver to the County allowing such supervision. Social Worker Supervisor I differs from Social Worker Supervisor II in that the latter requires a master's degree and supervises positions requiring a master's degree.

SUPERVISION EXERCISED:

Social Worker Supervisor I supervises a variety of Social Workers, Social Worker Assistants, clerical and technical staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Plans, assigns, supervises, coaches, mentors, and reviews the work of employees engaged in the delivery of employment and social services.
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse and other documents to verify information or determine proper course of actions; reassesses and modifies case plan.
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court.
- Documents and addresses clients' concerns and complaints.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Discusses or interprets regulations, rules, policies and programs to clients, applicants, staff and the general public.
- Oversees the development of community resources for various programs.
- Participates in the development of in-service staff development programs.
- Evaluates the effectiveness of policies and procedures.
- Represents the agency at conferences and address' community groups.
- Facilitates communication between staff and management; communicates department expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Authorizes the provision of social and employment services through the department, provides services, and makes referrals to other agency staff and community agencies.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect.
- Provides peer support for coworkers facing case related stress.
- Develops and prepares court reports, case plans, case narratives and safety plans in computer systems.
- Enters and retrieves data and narratives from computer systems; researches information using the Internet and computer resources.
- Prepares and maintains case records and databases; communicates decisions to all pertinent parties.
- Receives, approves and prepares correspondence and reports.

- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state, and federal requirements.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- Maintains client confidentiality; maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- May be responsible for social workers involved in the provision of the full range of social services including advanced services.
- Participates in after hours on-call emergency response.
- Performs other duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smart Phone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

EITHER

Pattern 1: Three (3) years of full-time experience performing journey level social work case management duties* in a Social Worker III classification.;

Pattern 2: One (1) year of full-time experience performing advanced journey level social work case management duties* in a Social Worker IV classification.

Pattern 3: Four (4) years of full-time experience performing social work case management ~~duties as a Social Worker~~ or Protective Services Worker. *

Substitution: One (1) year of graduate work in social work or counseling may substitute for one (1) year of the required experience.*

*-Qualifying social work case management as a Social Worker or Protective Services Worker includes direct case work management such as; assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, and peer counseling, organization, workload management, and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.
- Functions of public social services agencies and the principles of public social service administration.
- Casework concepts, techniques of interviewing, and record keeping in social casework.

- Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages, and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining client safety in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Techniques of supervision, training, and casework consultation.
- Computers, software, and Internet research.
- Resources available in the community for referral or utilization in employment or social service programs.
- Principles of community organization.
- Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services.

Skill to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, coach, supervise, evaluate, and discipline subordinate staff.
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations.
- Write clear and concise narrative reports, correspondence and other materials.
- Present oral and written reports concisely and clearly.
- Analyze a situation accurately and adopt an effective course of action.
- Communicate clearly and effectively, both orally and in writing.
- Maintain confidentiality in accordance with legal standards and/or county regulations.
- Recognize signs of abuse for children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software.

Mental and Physical Abilities:

- Develop and maintain effective working relationships with co-workers, clients and those encountered in the course of work.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimal direction.
- Work effectively in emotionally charged or stressful settings/emergencies.
- Analyze, evaluate and diagnose situations and adopt effective courses of action.
- Effectively speak and make presentations before public groups and respond to questions.
- Effectively handle problems involving several variables in non-standardized situations.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- While performing the essential functions of this job the incumbent is regularly required to use sound and odor perception and discernment.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may, in the course of their work, be required to occasionally lift and / or carry children, including children in car seats or infant carriers weighing up to 40

pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County.

ADDITIONAL INFORMATION:

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Social Worker Supervisor I
CLASS CODE: S549
DEPARTMENT: Health and Human Services Agency
REPORTS TO: Deputy Director or designee
FLSA STATUS: N
CIVIL SERVICE: YES
BARGAINING UNIT: SEIU
ADOPTED: 9.20.17

History Notes: 9/17 Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications in 2017 intended to standardize the series and simplify the minimum qualifications patterns.



PROPOSED

SOCIAL WORKER SUPERVISOR II Classification Specification

JOB SUMMARY:

Under general direction, the Social Worker Supervisor II plans, organizes, and supervises social service staff providing the most advanced social services; performs other related work as assigned. Incumbents supervise caseworkers in specific programs identified as having a high proportion of complex and sensitive casework needs and are usually assigned to programs or staff positions that require extensive casework knowledge. Some positions in larger departments may be assigned full time in-service training and staff development duties.

DISTINGUISHING CHARACTERISTICS:

Social Worker Supervisor II is a first-line supervisor responsible for supervising and training Social Workers handling more complex cases. Social Worker Supervisor II differs from Social Worker Supervisor I in that the former, requires a master's degree. It is further distinguished from Social Worker I in that Social Worker Supervisor I typically does not supervise positions requiring a master's degree pursuant to California Department of Social Services (CDSS) Manual of Policy and Procedures (MPP) Division 31 regulations (31.070), unless CDSS has issued a waiver to the County allowing such supervision.

SUPERVISION EXERCISED:

Social Worker Supervisor II supervises a variety of Social Workers, Social Worker Assistants, clerical and technical staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

(Duties may include but are not limited to the following:)

- Plans, assigns, supervises, coaches, mentors, and reviews the work of employees engaged in the delivery of employment and social services.
- Consults with and guides social workers in providing counseling, support, and guidance to clients with complex or specialized needs.
- Reviews and approves forms, applications, court reports, placements, reports of abuse and other documents to verify information or determine proper course of actions; reassesses and modifies case plan.
- Reviews and approves reports of abuse; suggests or approves placements; may provide information to law enforcement or district attorneys; may testify in court.
- Documents and addresses clients' concerns and complaints.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Discusses or interprets regulations, rules, policies and programs to clients, applicants, staff and the general public.
- Oversees the development of community resources for various programs.
- Participates in the development of in-service staff development programs.
- Evaluates the effectiveness of policies and procedures.
- Represents the agency at conferences and address' community groups.
- Facilitates communication between staff and management; communicates expectations and activities, policy changes, and regulatory changes; evaluates and recommends service delivery improvements.
- Authorizes the provision of social and employment services, provides services, and makes referrals to other agency staff and community agencies.
- Provides social services for sensitive or confidential cases, in the absence of assigned social workers or to meet workload demands.
- Participates or intercedes in interviews to defuse hostile or angry clients; obtains information on personal issues in difficult or emotional situations; explains decisions or recommendations to clients and family members.
- Establishes and maintains effective working relationships and trust with staff, clients, family members, community organizations and the public; collaborates with service providers; facilitates a work environment favoring teamwork, collaboration and mutual respect
- Provides peer support for coworkers facing case-related stress.
- Develops and prepares court reports, case plans, case narratives and safety plans in automated computer systems.

- Enters and retrieves data and narratives from automated computer systems; researches information using the Internet and computer resources.
- Maintains written chronological narrative reflecting personal or other contacts with the client and reasons for the social worker's actions; prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers.
- Receives, approves and prepares correspondence and reports.
- Ensures all services are delivered in a respectful, culturally sensitive and appropriate manner and in conformance with agency, state, and federal requirements.
- Maintains client confidentiality; maintains confidential information in accordance with legal standards and/or County regulations; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics.
- Participates in after hours on-call emergency response.
- May direct research studies and corresponding reports.
- May provide supervision for master's degree level interns and oversight of clinically licensed professionals.
- Performs other duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Tablet Smart Phone

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience:

Social Worker Supervisor II--A:

A Master's Degree in social work from an accredited college or university, or a Master's Degree from an accredited two-year counseling program; **and** one (1) year of experience performing social work case management the duties of a Social Worker IV.

Social Worker Supervisor II--B:

Meet qualification of Social Worker Supervisor II--A; **and** upon possession of a valid intern registration number for the Board of Behavioral Sciences, as an Associate Clinical Social Worker (ASW), Associate Marriage and Family Therapist Intern-(AMFT) or Licensed Associate Professional Clinical Counselor Intern-(LPCC). Social Worker Supervisors in this range must obtain an appropriate license to practice as a License Clinical Social Worker, Marriage and Family Therapist or Licensed Professional Clinical Counselor in the State of California within six (6) years following registration as an intern associate.

Social Worker Supervisor II--C:

Meet qualification of Social Worker Supervisor II--A; **and** upon possession of a license issued by the Board of Behavioral Sciences, to practice as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT) or Licensed Professional Clinical Counselor (LPCC) in the State of California.

Licenses and Certifications:

Valid California Driver's License

Social Worker Supervisor II--B:

Intern registration Registered Associate or certification as stated above

Social Worker Supervisor II--C:

License as stated above

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of supervision, training, mentoring, motivating, casework consultation, peer counseling, organization, workload management, and time management.
- Principles and practices of note taking, report writing, and English composition, grammar, punctuation, and spelling.

- Functions of public social services agencies and the principles of public social service administration
- Casework concepts, techniques of interviewing, and record keeping in social casework. Laws, rules, and regulations governing the operation of public social services agencies and the role and responsibilities of a social worker.
- Medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill.
- Strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide.
- Psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients.
- Signs, stages, and dynamics of abuse, and the effects of abuse on child/adult development and behavior.
- Signs and symptoms of alcohol and drug use/abuse in adults and children and the effects on families.
- Standards for maintaining clients safely in the home; options for placement; effects of removing clients from unsafe situations.
- Principles and methodologies of research, analysis, problem solving, and decision making.
- Computers, software, and Internet research.
- Resources available in the community for referral or utilization in employment or social service programs.
- Principles of community organization.
- Principles, methods, and resources in the field of public health, mental health, education, corrections and rehabilitation as they relate to public social services.

Skill to:

- Exercise sound judgment when organizing, directing, and prioritizing unit activities. Select, train, coach, supervise, evaluate, and discipline subordinate staff.
- Mentor, counsel, and collaborate with staff and foster an environment of teamwork, mutual respect and professionalism.
- Classify case problems and evaluate the effectiveness of effort in solving problems.
- Apply effective interpersonal and interviewing skills.
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations.
- Write clear and concise narrative reports, correspondence and other materials.
- Present oral and written reports concisely and clearly.
- Analyze a situation accurately and adopt an effective course of action.
- Communicate clearly and effectively, both orally and in writing
- Maintain confidentiality in accordance with legal standards and/or county regulations. Recognize signs of abuse for children, the elderly and dependent adults; assess risk factors and potential dangers to clients.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Respect cultural differences.
- Use computers and related software

Mental and Physical Abilities:

- Develop and maintain effective working relationships with co-workers, clients and those encountered in the course of work.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Use a computer to accurately and rapidly enter and retrieve data and information.
- Work effectively in emotionally charged or stressful settings/emergencies
- Analyze, evaluate and diagnose situations and adopt effective courses of action.
- Effectively speak and make presentations before public groups and respond to questions.
- Effectively handle problems involving several variables in non-standardized situations.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- While performing the essential functions of this job the incumbent is regularly required to use sound and odor perception and discernment.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 40 pounds. Incumbents may be required to occasionally lift and / or

carry children, including children in car seats or infant carriers weighing up to 40 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

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ADDITIONAL INFORMATION:

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CLASS TITLE: Social Worker Supervisor II
CLASS CODE: S551
DEPARTMENT: Health and Human Services Agency
REPORTS TO: Deputy Director or designee
FLSA STATUS: N
CIVIL SERVICE: YES
BARGAINING UNIT: SEIU
ADOPTED: 9.20.17

History Notes: 9/2017 Merit Services System (MSS) classifications were adopted by the Civil Service Commission in September 2015, utilizing MSS job descriptions in place; creation of Civil Service classification specifications in 2017 to standardize the series.