

**GENERAL DESCRIPTION OF CLASS**

The SOCIAL SERVICE SPECIALIST 2 provides consultation and technical assistance to direct service staff who provide counseling, therapy, and other agency services to children and their families. Employees in this class plan, assign, review, and approve the work of social service specialists and provide staff coordination, case review, and operational audit support for a supervisor.

**DISTINGUISHING FEATURES**

This is the second level in a two-level series. The Social Service Specialist 2 is distinguished from the Social Service Specialist 1 by the responsibility to conduct case reviews and audits. At this level there is staff coordination and training performed and consultation and technical assistance is provided to lower level staff.

**DUTIES AND RESPONSIBILITIES**

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

**1.Consultation and Technical Assistance**

Research and answer questions for direct service staff concerning policy, procedures, statutes, and regulations affecting counseling, therapy, placement, and other agency services. Interpret policy and review new and/or changes to policy with employees.

Provide case consultation and individual tutoring regarding development of case plans, placement decisions, child protective services, and treatment interventions. Cases may be sensitive, difficult, or complex in nature.

Provide instruction, demonstrate tasks, and observe skill level, behavior, weaknesses, and/or strengths of direct service staff and provide feedback to supervisor and employee concerning performance.

Remain informed of the services, benefits, eligibility requirements, and referral processes of agencies and community organizations.

**2.Staff Training**

Provide general orientation, training, and mentoring for new employees. Train staff on branch policies, procedures, and general guidelines. Observe direct service staff performance and recommend actions for improving or enhancing job skills.

**3.Staff Coordination**

Assign duties and/or cases to social service specialists and adjust for shifting workloads and schedules. Provide backup coverage for caseloads and intake assignments when staff are absent. Participate in interview panels and recommend hiring of new direct service staff.

#### **4. Organizational Audits and Case Reviews**

Assess the quality of services provided by reviewing client service plans, written reports, and client records prepared by direct service staff. Identify problem areas in the implementation of new programs and recommend corrective actions. Review and evaluate review board and court hearing processes to assure reviews are fairly and appropriately conducted and direct service staff provide adequate and informed responses.

Audit and review case file documents and forms for complete information, proper formats, coding, timeliness, and proper determinations and actions based on information in the file, and to assure policies, Federal and State regulations, and acceptable standards of social work practice are maintained. Review and evaluate service agreements for timeliness and conformance with planning standards, content, and quality requirements.

#### **5. Case Management**

Conduct and participate in case staffings. Advise and assist direct service staff in case planning, caseload management, and client services. Assure cases are opened and closed in accordance with policy requirements. Track workflow to assure deadlines are met. Provide advice and guidance on decisions regarding out-of-home placements of children, content of case plans, and establishment of special care rates and agreements.

Assess the quality of direct service staff decisions and provide feedback on the results to supervisor and employee for the purpose of maintaining established agency standards for child welfare and public safety. Serve as branch liaison to community agencies and service organizations.

#### **RELATIONSHIPS WITH OTHERS**

Employees in this class are in daily contact with other Social Service Specialist 2's to coordinate services and policy interpretations, and in weekly contact with central office staff for policy clarification, to request or provide information, or to consult on program issues and changes. These employees have daily contact with community agencies for joint planning of interagency services and with school personnel, juvenile court staff, and district attorneys to request or provide information on case planning issues. Employees in this class have daily contact with agency clients for purposes of responding to and clarifying case issues and agency actions and have daily contact with law enforcement personnel, service volunteers, and citizen review boards for purposes of receiving, verifying, and exchanging case information and information on agency or interagency actions.

#### **SUPERVISION RECEIVED**

Employees in this class work under the general supervision of a social services supervisor or other administrative superior. Work is reviewed for effectiveness and compliance with laws, rules, policies, and procedures through informal conferences, meetings, and case reviews. Referrals to and coordination with other public and private agencies are reviewed for appropriateness and effectiveness in meeting client needs and case situations.

Federal and State statutes and regulations provide direction, and agency administrative rules and policies provide procedural information and specific mandates in the handling of and provision of services to child

welfare cases, and outline case eligibility criteria for programs and services.

**GENERAL INFORMATION**

Positions in this class are based in agency branch offices located throughout the State. Because of the need to insure public safety, positions in this class at Children's Services Division (CSD) require a criminal history check and a record free of confirmed abuse referrals. Some positions in this class require the willingness to travel to client homes, private care facilities, foster homes, or court hearings, and to work extended or weekend hours as necessary. They require the willingness to deal with difficult, complex situations under specific timeframes established by law.

**KNOWLEDGE AND SKILLS (KS)**

Basic knowledge of behavior management techniques.  
 Basic knowledge of early childhood development and family dynamics.  
 Basic knowledge of family counseling techniques.  
 Basic knowledge of human emotional and behavioral disorders and how they impact family relationships.  
 Basic knowledge of conflict resolution and crisis intervention techniques.  
 Basic knowledge of community resources useful in providing service to children and families.

Skill in interviewing to gather data needed to assess needs of individuals and families.  
 Skill in providing counseling to clients.  
 Skill in preparing written case narratives and reports.  
 Skill in developing appropriate service plans for clients.  
 Skill in communicating on a one-to-one basis and in groups to provide information, advice, and give assistance.  
 Skill in conducting social service assessments.  
 Skill in interpreting and applying laws, rules, and guidelines.  
 Skill in working with volunteers and community agencies.  
 Skill in setting goals and organizing and prioritizing work.  
 Skill in communicating with angry, disturbed, and aggressive clients.  
 Skill in training parenting skills.

**Some positions will require the following knowledge and skills:**

General knowledge of human sexuality.  
 General knowledge of the dynamics of child abuse and neglect.  
 Basic knowledge of functioning of juvenile and criminal court systems.

Skill in obtaining information on abuse from young children.  
 Skill in testifying in court.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 2/94

Revised