



## CLASS SPECIFICATION

Class Code: 6141  
Date Est: 07/1973  
Last Rev: 02/2020  
Last Title Chg: 05/2018  
FLSA: non-exempt  
Probation: 12 months

### HUMAN SERVICES CASE WORKER I

#### **DEFINITION**

Under direct supervision, receives training and performs professional case work for the Washoe County Human Services Agency; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in social work, criminal justice, psychology, sociology, or a closely related field; OR license to practice Social Work in the State of Nevada or eligibility for licensure in the State of Nevada.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at time of appointment.

#### **DISTINGUISHING CHARACTERISTICS**

This is the entry and training level class in the Case Worker class series which provides for progression to the next level in the series upon meeting the requirements of the class and recommendation of the appointing authority. Incumbents perform basic assignments and receive continuous training in the assigned area of professional case management. Incumbents are given constant and detailed supervision in areas such as department organization, social service programs, basic case study methods, and providing case services. It is distinguished from the Case Worker II class by the fact that incumbents perform a narrower range of duties under closer supervision.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive training in case work concepts and engage in interviewing, investigating, and case assignments; develop case records, plans and services, including monitoring of case progress according to agency guidelines; coordinate the appropriate placements of clients.

Maintain a caseload of families; conduct interviews and assessments with clients, families, and caregivers in order to assess needs and develop and implement a service plan to address identified issues.

Prepare case reports, document information, and maintain accurate case records; review case files.

Recruit care providers; monitor for quality of care and ongoing contract compliance; train care providers in recognizing and reporting abuse and neglect.

May provide case management services to clients referred to mental and behavioral health resources including access to insurance options, interactions with managed care, and establishing appointments with providers; may provide ancillary case management services in terms of basic needs, housing, employment and other health and human services as needed, including transportation.

May provide case management to clients who are experiencing homelessness in transitional housing or emergency shelter; provide outreach along the river and throughout Washoe County to those who are experiencing housing instability, food insecurity and financial challenges.

Investigate complaints of abuse or neglect; gather information, determine the urgency and severity of the risk and recommend appropriate action to achieve a safe environment.

Respond to inquiries, provide program and regulation information, and explain the reporting and investigation process; interpret rules, regulations, and policies for clients and the general public.

Provide a variety of community resources, placement and referral services to clients within assigned area; assist families in accessing services and assist with placement of clients into adult care centers.

Coordinate residential placements with Children's Services to ensure appropriate placement of children.

Work with childcare providers to improve service and compliance with regulations; perform periodic inspections of childcare facilities, evaluating compliance, provide technical support and guidance as necessary.

Investigate complaints of violations; developing recommendations regarding limitation, suspension, and revocation of child care licenses and issue of misdemeanor citations.

Maintain close communication with identified team to keep them apprised of developments and obstacles in conducting case management activities.

Maintain contact and collaborate with other professionals and community providers to effectively facilitate service deliveries for clientele within assigned area; coordinate placements with other agencies to ensure appropriate placements; may recruit contract care providers and monitor residential programs for quality of care and contract compliance; may train providers to recognize and report abuse and neglect.

Track foster placements/removals, completing requisite periodic reports regarding placement activities; maintain daily placement activity logs and develop accurate lists of vacancies.

Participate as a member of a multi-disciplinary team.

May compile information and compose reports for court testimony in dependency hearings.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental and divisional policies, practices and procedures.

Modern case work principles, procedures, and practices, and objectives.

Principles and techniques of interviewing and recording casework data.

Community organizations and utilization of public and private community resources and services.

Challenges of individuals experiencing homelessness, and case management criteria for that population.

Laws, rules and regulations related to the area of assignment.

General principles of public assistance programs and policies.

Computer software specific to the area of assignment.

**Ability to:**

Apply casework methods and social work principles.

Prepare case documentation and provide case management services.

Testify in court proceedings.

Write reports and petitions.

Perform crisis intervention with clientele in assigned area.

Appropriately manage any suspected abuse and/or neglect.

Collaborate with professionals and community service providers.

Remain calm, think clearly, and act professionally and decisively while dealing with stressful situations and/or difficult clients.

Train potential child care providers and other agency staff in recognizing child abuse and neglect.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

**Knowledge of:**

Socio-economic conditions, trends and factors, which promotes health, safety and stability.

Factors influencing human growth and development.

Principles of individual and group behavior.

Crisis intervention strategies.

**Ability to:**

Review information, identify problems, and arrive at a logical conclusion.

Establish priorities and organize work.

Gather, organize, analyze, and present a variety of data and information.

Prepare clear, concise and accurate records and reports.

Operate a computer and a variety of software packages.

Establish and maintain client rapport on an individual basis.

Work with hostile, aggressive and possibly severely mentally ill or emotionally disturbed clients.

Communicate effectively both orally and in writing.

Ability to adapt communication style to effectively reach intended audience.

Communicate and network with community organizations to recruit and retain childcare providers.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish, maintain, and foster positive working relationships with all those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to lift and move objects weighing up to 40 lbs. range. Ability to operate standard office equipment including, but not limited to, computers, telephones, calculators, copiers and fax machines. Work is usually performed in an office environment; but may also require frequent travel to private homes, court, hospital, and clinics. Crisis intervention may require the incumbent to encounter potentially hostile or combative situations. May be required to work a non-standard workweek.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*