



CLASS SPECIFICATION

Class Code: 6142
Date Est: 07/1973
Last Rev: 02/2020
Last Title Chg: 05/2018
FLSA: non-exempt
Probation: 12 months

HUMAN SERVICES CASE WORKER II

DEFINITION

Under supervision, performs professional casework duties 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 AND one year of professional level experience providing casework/counseling or placement services or working with individuals or families in a community-based, case management role; OR license to practice Social Work in the State of Nevada or eligibility for licensure in the State of Nevada AND one year of full-time experience performing professional social work. A master's degree in social work may substitute for six months of experience.

LICENSE OR CERTIFICATE

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

DISTINGUISHING CHARACTERISTICS

This is the second level 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 a wide range of professional social work assignments under less supervision. This class is distinguished from the Human Services Case Worker I in that incumbents are expected to perform the same assignments within the assigned area with minimal guidance and 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.)*

Counsel clients and families regarding hospitalization, discharge plans, or nursing home care and make referrals to minimize risk to the client.

May provide counseling and advice on problems of child custody and assist with arranging foster home placements.

Provide basic case services to medical and general assistance clients, working with resources to ensure that assistance is available to clients.

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.

May perform any of the Examples of Duties found on the Humans Services Case Worker I job class specification.

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.

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

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

Physical and emotional problems associated with the aged and infirmed.

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

Nevada State Welfare Programs, Social Security, Medicaid and Medicare; with a clear understanding of each.

Computer software specific to the area of assignment.

Ability to:

Apply advanced casework methods and social work principles.

Prepare case documentation and provide case management services.

Testify in court proceedings.

Write court reports and petitions.

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

Assess seniors for home delivered meals, homemaker services, and benefit assistance programs.

Serve as representative payee for Social Security benefits and assist seniors with their budgets.

Conduct intake interviews and provide social services to Adult Day Health program.

Perform crisis intervention and handle difficult situations with 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.

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

Adult services and/or child care licensing and residential care programs.

Principles of individual and group behavior.

Principles and techniques of interviewing and recording social casework data.

Crisis intervention strategies.

Factors influencing human growth and development.

General principles of public assistance programs and policies.

Ability to:

Effectively conduct investigative interviews and capture pertinent data or facts for the record or case file.

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

Research and provide input for court hearings.

Establish priorities and organize work.

Appropriately manage any suspected abuse and/or neglect.

Formulate and modify case plans in conjunction with client's needs.

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

Prepare clear, concise and accurate records and reports.

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

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

Establish and maintain client rapport on an individual basis.

Read, interpret, and apply regulations, policies, and procedures.

Operate a computer and a variety of software packages.

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

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

Communicate effectively both orally and in writing.

Ability to adapt communication style to effectively reach intended audience.

Establish, maintain and foster positive working relationships with 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.