



## CLASS SPECIFICATION

Class Code: 6143  
Date Est: 10/1973  
Last Rev: 02/2020  
Last Title Chg: 05/2018  
FLSA: non-exempt  
Probation: 12 months

### HUMAN SERVICES CASE WORKER III

#### **DEFINITION**

Under general supervision, performs a broad range of difficult and complex 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 two years 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 two years of full-time experience performing professional social work. A master's degree in social work may substitute for one year of experience.

#### **LICENSE OR CERTIFICATE**

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

#### **DISTINGUISHING CHARACTERISTICS**

This is the journey level class in the Case Worker class series. Incumbents perform a wide range of complex professional case work assignments requiring in-depth experience and background. It is distinguished from Case Worker II by the fact that incumbents in the Case Worker II class are not performing full journey level assignments.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

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

Provide a variety of case services for adult protective services, medical and general assistance clients, child welfare and child care services, 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.

Interview a variety of people and investigate cases concerning adult services or childcare licensing, securing relevant social information, and determining the nature of needs.

Prepare case reports, carefully document information, and maintain accurate case records in agency information system.

Compile and compose reports for court testimony in criminal, guardianship, divorce, child abuse and child neglect cases; testify in court as necessary; draft petitions and activity summaries to assist court with child protection findings.

Work with community providers to improve service and compliance with regulations; perform periodic inspections of child care facilities, adult group homes and nursing home facilities, evaluating compliance; provide technical support and guidance to child care, adult group care and nursing home facilities; investigate complaints of violations, develop recommendations regarding limitation, suspension and revocation of child care licenses and appropriate civil or criminal actions.

Facilitate collaborative meetings involving family and child welfare teams to promote decision making in several areas to include safety response meetings, child and family team meetings and ongoing family team meetings to address objectives and tasks towards reunification and alternative permanency plans.

Screen clients to determine suitable placements based on health needs; develop service plans to meet the needs of clients.

Assess risk factors and safety of children throughout the life of the case.

View injuries, initiate police reports when appropriate and plan for the protection of children to include kinship care, family foster home, or residential care.

Serve protective custody orders when removal from home is made.

Obtain medical, psychological, educational and criminal records and evaluations to determine the level of risk to client.

Counsel clients and families regarding hospitalization, discharge plans, nursing home care, adult group care, child custody and mental health needs.

Review case files, assessing information for proper documentation and issuing licenses.

Perform case planning, case management services and monitoring of case progress.

Provide training based on agency needs and requirements.

Provide public information on social services programs to community and special groups.

May perform any of the Examples of Duties found on the Human Services Case Worker I and II job class specifications.

## **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.

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

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.

Computer software specific to the area of assignment.

### **Ability to:**

Perform a broad range of the most complex professional casework duties.

Develop comprehensive case plans, provide case services, monitor case progress and prepare case documentation.

Facilitate collaborative meetings involving agency staff, family to include children, and individuals from multiple disciplines towards case outcomes and objectives.

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

Testify in court proceedings.

**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.

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

Principles of individual and group behavior.

Principles and techniques of interviewing and recording social casework data.

Crisis intervention strategies.

General principles of public assistance programs and policies.

**Ability to:**

Skillfully interview people and deal with hostile, aggressive and abusive clients and capture pertinent data or facts for the record or case file.

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

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

Establish priorities, organize work and manage time effectively.

Appropriately manage any suspected abuse and/or neglect.

Perform crisis intervention and handle difficult situations with clients.

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.

Write court reports and petitions and interpret legal documents.

Provide crisis intervention with families and handle difficult situations and problem clients.

Operate a computer and a variety of software packages.

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.

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

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.

**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.*