

**STATE OF NORTH CAROLINA**  
**OFFICE OF STATE HUMAN RESOURCES**  
**POSITION DESCRIPTION FORM (PD-102R)**

**APPROVED CLASSIFICATION:**

**EFFECTIVE DATE: 02/18/2022**

**ANALYST: James Harris**

(This Space for Personnel Department Use Only)

<b>1. Present Classification Title of Position:</b>  Social Worker II	<b>7 Present Position Number:</b> 211-40-2001	<b>Proposed Position Number:</b>
<b>2. Usual Working Title of Position:</b> SW II - Intake	<b>8. Department, University, Commission, or Agency</b> <b>Macon County DSS</b>	
<b>3. Requested Classification of Position:</b>  Social Worker II	<b>A. Institution &amp; Division:</b>  <b>Macon County DSS</b>	
<b>4. Name of Immediate Supervisor:</b> Sergio Falconi	<b>10. Section and Unit:</b> Adult and Family Services	
<b>5. Supervisor's Position:</b> SWS I	<b>11. Street Address, City and County:</b> <b>1832 Lakeside Drive</b> <b>Franklin, NC 28734</b> <b>Macon County - NC</b>	
<b>6. Name of Employee:</b> VACANT	<b>12. Location of Workplace, Building and Room Number:</b> <b>Macon County Human Services Building</b> <b>Complex Department of Social Services</b>	

**I. A. Primary Purpose of Organizational Unit:**

The Macon County Department of Social Services is a public agency that provides a multitude of services to citizens of Macon County. The Department has several programmatic units which operate specifically under Federal and State legal authority to provide services including, but not limited to the following: Work First, Medicaid, Family and Children's Services, Food & Nutrition Services, Emergency/Crisis Assistance, Child Care Subsidy, Child Support, Child Welfare Services, Adult Services, and Senior Services. As a local government agency, the functions and services provided by the Department are considered essential governmental operations and further the Department has a state and federally mandated responsibility in accordance with federal merit standards and the State Human Resources Act to carry out these functions and provide the services to the citizens of Macon County.

**B. Primary Purpose of Position:**

The social worker in this position is employed by the Macon County Department of Social Services within the North Carolina Division of Social Services under the general administration of the Department of Human Resources. To assess and identify needs of all services delivery intake. This position is responsible for CPS and APS intake, case preparation, ID and CPS back ground checks, and forwarding to appropriate departmental social workers for investigation. This position provides support to all social work staff through data entry into state and local systems and assists in the timely and accurate delivery of services. This position will coordinate visitations with families.

**C. Work Schedule:**

The agency operates Monday through Friday from 8:00 a.m. to 5:00 p.m. Regular work hours for this Social Worker II are anticipated to be from 8:00 am until 5:00 pm. The work-week will consist of 40 hours. This social worker is not required to be on-call after-hours for Child Protective Services or Adult Protective Services.

**D. Change in Responsibilities or Organizational Relationship:**

**B. Primary Purpose of Position:**

This position provides support to all social work staff through data entry into state and local systems and assists in the timely and accurate delivery of services.

**II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:**

1. Referrals to the social worker may be received from within the agency, other departments, professionals or private citizens. The social worker in this position has the primary responsibility of receiving, documenting and screening referrals with Social Work Supervisor concerning child or adult abuse, neglect or dependency within the welfare services unit.

2. The social worker in this position serves children of all ages and financial backgrounds. Policy defines that a child is anyone under the age of 18 years. Referrals received by this worker are characterized as being at high risk due to allegations of their being abused, neglected or dependent and/or in temporary or substitute care when the child's biological parents or caretakers are unable to provide adequate care or protection for the child. These children may have a physical, mental or emotional disorder.

This social work will also receive referrals for disabled adults who are identified as being in need of protective services due to allegations of abuse (physical, sexual, or emotional), neglect and/or exploitation.

**1. MAJOR ACTIVITIES**

**Intake**

- CPS Intake - Receives concerns of alleged abuse, neglect, and/or dependency of a specific child/children.
- APS Intake - Receives concerns of alleged abuse, neglect, and exploitation of disabled adults.
- Supportive Duties - Will provide support to all social workers through a variety of functions including but not limited to: assisting w/CPS case preparation; accessing various State Systems to obtain necessary background checks; and other data entry functions as related to services programs.

**Information and Referral/Community Liason**

This includes providing general information to inquiries and identified needs enabling clients to access other resources to augment services available through the department.

**Counseling/Therapy/Treatment/Crisis Intervention:**

No ongoing case management.

**Intake Screening Assessment/Evaluation/Goal Development**

Initial screening assessment and evaluation of client needs, abilities, resources, motivation, reaction to agency involvement, potential for positive change. After the initial two party screening process these assessments are also used by the assigned social worker.

**Consultation**

Confer with state and regional personnel, supervisor, co-social workers, etc., in order to best meet client needs, and in compliance with General Statutes and program regulations.

**Other Assigned Duties**

Perform miscellaneous duties within the services unit as necessary or assigned by the social work supervisor or the director. In declared emergencies the worker's responsibilities will be delegated by leadership to include all necessary tasks. These duties preclude all normal leave and are without challenge with the exception of personal medical emergency. These duties include but are not limited to Red Cross Shelter management and other disaster related services. This will involve extended relief coverage, and major deviations from normal work hours as directed by management.

**2. RESPONSIBILITIES****1. Intake, Assessment and Evaluations**

- The social worker in this position is mandated by state law to take reports for protective services to children and/or disabled adults who are identified as being in need of these services due to allegations of abuse (physical, sexual, or emotional), neglect and/or dependency. The social worker's role is to receive and document information necessary for investigators and assessors who will work with families and address abuse, neglect children or disabled adults and to preserve, rehabilitate or reunite families.
- This process begins when a referral is received by the Department concerning a complaint of alleged abuse, neglect, and/or dependency of child(ren), or disabled adults. The allegations must be discussed thoroughly with the reporter to allow this social worker to obtain sufficient information to determine if the complaint is an appropriate referral for the Department to investigate in accordance with the legal definition of abuse, neglect, or dependency. In the most general sense, the referrals considered appropriate for investigation relate to children who are under the age of 18 and whose parent, guardian, or caretaker is the alleged perpetrator. If the information received reveals that the complaint is outside the legal authority of the Department to investigate, then the social worker supervisor makes whatever referrals to other services that are appropriate.
- It is this social worker's responsibility to send out letters to the reporters for reported cases of child and/or adult abuse, neglect and dependency.
- Support - Data entry which will include case set up in Northwoods and NCFast; visitation scheduling coordination, completing background checks; and other tasks as needed to support the social work staff in the timely and accurate delivery of services.

**Case Load:**

This position does not require a caseload.

**Court and other legal matters:**

In very rare circumstances this worker may be required to provide testimony in court and legal matters.

**II. B. OTHER POSITION CHARACTERISTICS:****1. Accuracy Required in Work:**

This Social Worker II will deal with complex, sensitive issues on a daily basis and will initially be involved in making life-changing decisions for the child(ren) and adults with whom he/she is involved.

**2. Consequence of Error:**

This Social Worker II is charged by law to insure the safety of children and adults who have been referred/reported as abused, neglected or dependent. This Social Worker II will have a tremendous accountability for the safety of the child(ren) and adults with whom he/she is involved. This Social Worker II is responsible for using professional judgement in consultation with his or her supervisor as to the best plan for each victim's safety and protection while receiving reports of abuse, neglect or dependency. (for example, if the Social Worker fails to document and record referral information of a child (ren) and adults, serious injury or, even death, could be the result). Under North Carolina Administrative Code unsatisfactory job performance can result in just cause for disciplinary action up to and including termination.

**3. Instructions Provided to Employee:**

This social worker will be trained by the social work supervisor. This social worker will also be required to complete the pre-service training offered by the state before actually answering calls involved in child or adult abuse. This social worker is responsible for managing his/her time effectively and efficiently. The social work supervisor is available to screen cases individually with this social worker.

**4. Guides, Regulations, Policies and References Used by Employee:**

This Social Worker II must comply with all North Carolina General Statutes pertaining to Social Services. This Social Worker II must also comply with the law, rule and policy set forth by the state. This Social Worker II must also comply with departmental standards that may be in addition to those of the state. This Social Worker II must also comply with interagency protocol. This Social Worker II is also required to comply with the Macon County Personnel Policy.

**5. Supervision Received by Employee:**

This Social Worker II is evaluated yearly by Social Work Supervisor. State Program Representatives consult and monitor services functions in collaboration with the supervisor. This employee must be able to prioritize workload and work independently as required.

**6. Variety and Purpose of Personal Contacts:**

This position represents the agency by contact with coworkers, county officials, state personnel, other county departments, and the general public as a daily part of the job. This Social Worker II is required to attend scheduled staff meetings with the Social Work Supervisor III (as needed). The staff meetings are held to monitor the referral process that is being delivered through services to the adult(s) and child(ren) for screenings.

**7. Physical Effort:**

Sedentary work; exerting up to 10 lbs. of force occasionally as well as the ability to talk, hear, use a mouse and type repeatedly. The ability to concentrate and use close visual attention is required.

**8. Work Environment and Conditions:**

Duties are carried out in the office of the Department of Social Services. The programs for which this social worker is responsible have specific mandated forms that must be completed.

**9. Machines, Tools, Instruments, Equipment, and Materials Used:**

This Social Worker II will frequently be required to use a computer, cellular telephone, telephone, scanner and copy machine.

**10. Visual Attention, Mental Concentration, and Manipulative Skills:**

The Social Worker II in this position receives referrals and daily contacts from the community, schools, professionals, and other departments and agencies. Social Worker must maintain a working and professional relationship with these community resources.

**11. Safety for Others:**

This Social Worker II will deal with complex, sensitive issues on a daily basis and will be involved in a screening process that may make life-changing decisions for the child (ren) and adults/disabled with whom he/she is involved.

**III. A. KNOWLEDGES, SKILLS, & ABILITIES:**

A. It is essential for this Social Worker II to have knowledge of the following to adequately perform the duties outlined in this Social Worker II position:

1. Human behavior
2. Interviewing techniques
3. Child development
4. Abnormal psychology
5. Family dynamics
6. Phases of the helping/therapeutic process
7. Intervention planning
8. Problem identification
9. Theories and methods of casework or group work
10. Programs and services provided within the department and the administrative requirements of each

B. It is essential for this Social Worker II to possess the following skills and abilities to adequately perform the duties outlined in this Social Worker II position:

1. Ability to function appropriately under adverse conditions
2. Awareness of community resources relevant to meet identified needs of clients
3. Ability to organize and prioritize work requirements to meet designated responsibilities
4. Skill in discussing sensitive, emotional subjects in a non-threatening, supportive manner
5. Skill in gaining a reporter's trust
6. Skill in mediating between conflicting parties
7. Ability to articulate and write clearly and expressively
8. Assist when needed in preparation of legal documents
9. Ability to use manuals and other consultation sources for guidance
10. Ability to relate as a professional participant within an agency

**B. 1. Required Minimum Training:**

**Knowledges, Skills and Abilities** – Considerable knowledge of social work principles, techniques, and practices and their application to individual casework, group work, and community problems. Knowledge of the psychosocial, socioeconomic, and behavioral problems and their treatment. Knowledge of governmental and private organizations and community resources. Knowledge of laws, regulations, and policies which govern the program. General knowledge of medical terminology, disease processes, and their treatment is required in certain programs or settings. Skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problem. Ability to establish and maintain effective working relationships with administrative superiors, members of case load and their families, and with civic, medical, social, and religious organizations. Ability to train or instruct lower-level social workers, students, or interns. Ability to express ideas clearly and concisely and to plan and execute work.

**Minimum Training and Experience Requirements:** - Bachelor's degree in social work from an appropriately accredited institution; bachelor's degree in a human services field from an appropriately accredited institution and one year of directly related experience; bachelor's degree from an appropriately accredited institution and two years directly related experience; or an equivalent combination of education and experience.

**IV. License or Certification Required by Statute or Regulation:**

Valid Driver's License to operate a county vehicle.

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

**Supervisor's Certification:** I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

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Signature	Title	Date
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**Employee's Certification:** I certify that I have reviewed this position description, completed by the above named immediate supervisor, is complete and accurate.

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Signature	Title	Date
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**Director's Certification:** I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

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Signature	Title	Date
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