

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

APPROVED CLASSIFICATION:

EFFECTIVE DATE:

ANALYST:

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position: Social Worker I/AT	7 Present Position Number: 211-40-3104	Proposed Position Number:
2. Usual Working Title of Position: SW IAT	8. Department, University, Commission, or Agency Macon County DSS	
3. Requested Classification of Position:	A. Institution & Division: Macon County DSS	
4. Name of Immediate Supervisor: Stacey Jenkins	10. Section and Unit: Child Protective Services Unit	
5. Supervisor's Position: SWS III	11. Street Address, City and County: 1832 Lakeside Drive Franklin, NC 28734 Macon County - NC	
6. Name of Employee: Michaela Brooks	12. Location of Workplace, Building and Room Number: Macon County Human Services Building Complex Department of Social Services	

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. Specifically, the social worker works within the services unit of the Macon County Department of Social Services which provides direct services to clients. Primarily the social worker will serve in child protective services under the classification of Social Worker - Investigation/Assessment & Treatment. In this position this social worker will assess the risk/danger to the child(ren) and determine the family's needs by using the North Carolina General Statutes, child welfare policy and rules set forth by the state and knowledge of child interviewing techniques.

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 Work IA/T are anticipated to be from 8:00 am until 5:00 pm. The workweek will consist of 40 hours. This social worker is required to be on-call to after-hours to respond to reports of child abuse, neglect or dependency, as well as to respond to calls concerning adults who are disabled and in need of protective services. The anticipated call rotation is a 7 day period once every 13 weeks, however, this can vary for a number of reasons (including staff turnover, leave time taken, etc.)

D. Change in Responsibilities or Organizational Relationship: NA

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

1. Cases are assigned to social worker on the basis of specialty with all clients being residents of Macon County, however, the social worker must have knowledge of all services in the event that any other worker is unavailable. 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, screening and investigating referrals concerning child abuse, neglect or dependency within the child protective 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. Children served 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.

3. Cases are assigned to the social worker on the basis of specialty with all clients being residents of Macon County. The specialty of the social worker in this position is that of child protective services assessment. The social worker in this position receives reports of alleged child abuse, neglect or dependency and initiates the assessment process to determine if these allegations are valid. Reports may be received from within the agency, other departments, professionals or private citizens.

1. MAJOR ACTIVITIES

Case Management

This includes assessment of needs and resources available for the client, the focus of treatment/therapy, and on-going intervention. This also includes a risk and safety assessment of each child victim in the home and the initial assessment and evaluation of the client's needs, abilities, resources, motivation, reaction to agency involvement and potential for positive change (as reflected by goals mutually developed by the social worker and client to remediate the condition which necessitated the department's involvement). This includes conducting school visits and home visits and making contacts with any individuals who have knowledge of the allegations. This also includes making whatever crisis intervention that is appropriate to insure the safety and protection of the child(ren) within the family. In carrying out this activity, this social worker must be able to adequately deal with complex and sensitive issues and to make life-changing decisions for clients/families.

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

The ongoing helping process beginning with the interviewing phase and continuing through the termination of the therapeutic relationship aimed at assisting the client to become self-sufficient and resume independent functioning.

Assessment/Evaluation/Goal Development

Initial and on-going assessment and evaluation of client needs, abilities, resources, motivation, reaction to agency involvement, potential for positive change as reflected by goals mutually developed by worker and client to remediate the condition which necessitated the department's involvement. These assessments are also used for preparation and delivery of court testimony.

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. Assessment and Evaluations

- The social worker in this position is mandated by state law to provide protective services to children 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 prevent and/or remedy abuse, neglect and dependency of children, 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). 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 makes whatever referrals to other services that are appropriate.
- The social worker is required by law to make a prompt and thorough investigation that is initiated within the appropriate time frame (immediately for exigent circumstances which create an immediate danger to the child[ren], within 24 hours for abuse reports, and within 72 hours for neglect reports). The work required for this social worker is considered to be strenuous both physically and mentally due to the amount of overtime involved in crisis intervention and due to the possible adverse weather conditions this intervention must be provided (for example, if there is too much snow on the roads to drive safely, reports of abuse/neglect must still be initiated within the appropriate time frame). This social worker must exercise professional judgment in assessing the facts of the case, the extent of the abuse or neglect, and the degree of risk to the child in order to determine if protective services should be provided or if a petition should be filed for custody of the child(ren). In conducting the assessment, this social worker often deals with complex, sensitive issues and must sometimes take part in making potentially life-changing decisions for the client (for example, removing a child from the home when there are no other

reasonable means to insure the child's safety and protection). For these reasons, the work required of this social worker is considered to be extremely stressful.

- During the assessment, the following tools are used to assess and evaluate the need for crisis intervention: interview of all children in the home; interviews of all parents/caretakers in the home; home visits; school visits; collateral contacts with significant parties aware of the allegations; gathering of specific behavior related information; case history of the child/family; and other structured Decision Making tools which identifies behavioral and physical indicators of abuse/neglect. The mandatory home visits that are conducted by this social worker have the potential for placing the social worker in a dangerous and life-threatening situation due to possible drug or alcohol abuse, domestic violence, and hostility of clients. The worker is also frequently exposed to verbal abuse. Two other major tools used to determine if a child is in need of protective services are the physical (Child Medical Evaluation) and the psychological (Child/Family Evaluation) assessments of a child suspected of being abused or neglected.
- When abuse, neglect or dependency is substantiated and the safety or protection of the child(ren) cannot be insured in the child's own home environment, this social worker must consult with a District Court judge in order to determine if the child(ren) should be removed from the home and placed in the custody of the Department. This social worker is responsible for writing juvenile petitions outlining the need to remove the child(ren) from the home and for preparing affidavits and orders to be filed with the Clerk of Court. This social worker must prepare and deliver court testimony and must consult with legal counsel in order to determine the most appropriate legal actions to be taken based upon the social worker's involvement in the case. This social worker is also responsible for physically removing child(ren) from the home of their parent/caretaker when an Order for Non-Secure Custody is issued by a Judge.

Case Load

This social worker is recommended to carry a case load of no more than 10 investigations/assessments by state standards. The state requires that more than one contact be made with each family before a case decision is made. This social worker is required to make sufficient contact with each child/family in his/her case load to insure the child and family's safety. The state requires that a case decision be made within 45 days, or the social worker must provide adequate documentation as to why the case decision exceeded 45 days. Other requirements related to a case load are outlined in NC state statute, administrative code, and child welfare policy.

Court and other legal matters

This social worker is often required to represent the department in court and legal matters. During the court process involving child(ren) that are in the custody of the Department this worker must complete all required legal documents, prepare and deliver court testimony, and consult with counsel as to the most appropriate legal actions based on the worker's involvement in the case. This worker may also be required to provide court ordered services to families. These provided services will be subject to court review at intervals specified by the district court judge.

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work:

This social worker will deal with complex, sensitive issues on a daily basis and will frequently be involved in making life-changing decisions for the child(ren) and clients with whom he/she is involved.

2. Consequence of Error:

This Social Work IA/T is charged by law to insure the safety of children who have been reported as abused, neglected or dependent. This Social Work IA/T will have a tremendous accountability for the safety of the child(ren) with whom he/she is involved. This social worker is responsible for using professional judgment in consultation with his or her supervisor as to the best plan for each victim's safety and protection while investigating reports of abuse, neglect or dependency. (for example, if the Social Worker fails to implement an

adequate protection plan for the child (ren), 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 carrying a case load. When this social worker is able to carry a case load, he/she will be required to carry out day-to-day activities involved with child protective services (making sure this social worker's cases are initiated within appropriate timeframes and making sure that follow-up contacts are completed). This social worker is responsible for managing his/her time effectively and efficiently. The social work supervisor is available to staff cases individually with this social worker on an as needed basis. However, cases are generally staffed weekly with the social work supervisor and the children's services team.

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

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

5. Supervision Received by Employee:

This Social Work IA/T is yearly evaluated 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 clients as a daily part of the job. This Social Work IA/T is required to attend scheduled staff meetings with the Social Work Supervisor III(usually weekly). The staff meetings are held to monitor the helping process that is being delivered through services to the adult(s) and child(ren), to make case decisions and to evaluate when termination of services would be appropriate.

This Social Work IA/T is also required to attend monthly KIDS (Kids Inter-Disciplinary Services) Core Team meetings. These meetings consist of professionals from the department of social services, law enforcement, the Child Medical Evaluation Program, mental health professionals, the District Attorney's office and staff members from the Child Advocacy Center. This Social Work IA/T responsibility is to represent the department, to make recommendations and to provide information concerning any given case. It is also the responsibility of this Social Work IA/T to consider recommendations made from the other professionals on the team and to incorporate those recommendations into the case decision making process in conjunction with the social work supervisor.

7. Physical Effort:

Great physical effort is not necessarily a part of the job. Sitting for long periods of time may be required.

8. Work Environment and Conditions:

Duties are carried out in the office of the Department of Social Services, client homes, court, jail and other appropriate meeting places assigned. This Social Work IA/T must have a vehicle available to be used daily on the job. The programs for which this social worker is responsible have specific mandated forms that must be completed. The approximate number of forms requiring completion is 50.

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

This Social Work IA/T will frequently be required to use a tablet, computer, cellular telephone, telephone, fax and copy machine.

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

The work that is required of this Social Work IA/T can be considered strenuous both physically and mentally due to the amount of overtime involved in crisis intervention and the work conditions and weather conditions in which this intervention must be provided. This Social Work IA/T is required to ensure that social workers initiate cases of child abuse, neglect and dependency within appropriate timeframes. This Social Work IA/T must have the ability to drive long distances with or without being accompanied by a hostile child client. This Social Work IA/T must also be able to traverse areas where a car cannot be driven due to the condition of the road or because there is no road in existence. Also, this Social Work IA/T must be capable of carrying small children for various reasons pertaining to job-related duties.

11. Safety for Others:

This Social Work IA/T will deal with complex, sensitive issues on a daily basis and will frequently be involved in making life-changing decisions for the child (ren) and clients with whom he/she is involved.

III. A. KNOWLEDGES, SKILLS, & ABILITIES:

A. It is essential for this Social Work IA/T to have knowledge of the following to adequately perform the duties outlined in this Social Work IA/T 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 Work IA/T to possess the following skills and abilities to adequately perform the duties outlined in this Social Work IA/T position:

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

B. 1. Required Minimum Training:

Knowledges, Skills and Abilities – Thorough knowledge of social work principles, techniques and practices and their applications to complex casework, treatment, and investigation of abuse or neglect of children; thorough knowledge of policies and procedures as evidenced by the ability to cite the authority of federal and state law; thorough knowledge of individual and group behavior, family dynamics, and medical, behavioral and/or psychosocial problems and their treatment theory. Considerable knowledge of governmental and private organizations and resources in the community. Ability to interact and motivate a resistant involuntary client population and the public who may not agree with the laws, rules or policies of the process or the programs; ability to prepare documentation such as written investigative reports for the court, case records and treatment plans; ability to testify as an expert witness; ability to employ advanced case management interview techniques to establish a supportive relationship and involve families in the initial assessment for the need of services; ability to quickly assess the risks and safety of the client environment during daylight hours, after dark and in high crime areas; ability to employ expert negotiation skills in the most complex cases; ability to analyze and assess child development safety issues in relation to risk factors; ability to analyze tense family situations and make decisions about removing children when the decision has to be made with limited direct information and limited access to consultation; ability to communicate effectively and establish supportive client relationships. Ability to perform manual work exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects.

Minimum Training and Experience Requirements: - Master's degree from an accredited school of social work and one year of social work experience; or a Bachelor's degree from an accredited school of social work and two years of social work or counseling experience; or Master's degree in a counseling field and two years of social work or counseling experience; or a four-year degree in a human services field or related curriculum and three years of social work or counseling experience; or graduation from a four-year college or university and four years of experience in rehabilitation counseling, pastoral counseling or a related human service field providing experience in the techniques of casework, group work or community organization; or an equivalent combination of training and experience.

One year of work experience can be credited for completion of the social work collaborative.

IV. License or Certification Required by Statute or Regulation:

Valid State Driver's License to drive 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.

Signature

Title

Date

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

Signature

Title

Date

Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature

Title

Date