# DUPLIN COUNTY CLASS DESCRIPTION

**POSITION TITLE: SOCIAL WORKER IV/IAT**

**CHLD PROTECTIVE SERVICES**

**GENERAL DESPCRIPTION OF DUTIES**

The purpose of this position encompasses protective services that are legally mandated, non-voluntary services for families that includes Intake, Assessments, and In Home Services Employees in this classification receive reports of alleged abuse, neglect and dependency, assess the safety of children whenever there are allegations that meet the definition of abuse, neglect, and dependency, and/or provide specialized services to children determined to be at imminent risk of removal due to the actions of, or lack of protection by the child’s parent(s) or caregiver. Individuals in this position may be responsible for all of the mandated services or only one or two of the mandated services depending on various factors.

# SPECIFIC DUTIES AND REPONSIBILITIES

This position is responsible for the protection of children and ensuring a safe environment.

This position receives reports of alleged neglect, abuse, or dependency that may be made in person, by phone, or by mail by anyone who suspects such is occurring.

This positions assesses families whenever there are allegations of abuse, neglect, or dependency to assess safety, determine risks, initiate court action when necessary to protect a child, and coordinate services within the agency and community to address identified safety concerns and risk factors. The assessment process will include interviewing all children residing in the home of the alleged incident or present at the time of the alleged incident as well as all other caretakers of the alleged victim children, conducting home visits to the home where the children reside as well as where the alleged incident occurred, contacting other individuals relevant to the case or with additional knowledge of the child’s situation including obtaining medical, mental health, and education records for children and adults when relevant to the assessment process. The employee will work with a team to make decisions whether there is sufficient information to determine if neglect, abuse, or dependency exists.

This position is responsible for the completion and timely updates of assessment tools to identify safety concerns, risks to the children, and develop safety plans to mitigate these concerns.

Employees exercise considerable judgment in determining whether abuse or neglect has occurred, to what extent and how it occurred. The selection of appropriate treatment for the family and clients requires significant understanding of their personalities based on assessments and interviews.

This position maintains a caseload ranging from mild, moderate, and complex cases whenever children have been identified as victims of abuse, neglect, or dependency to enhance the family’s ability to keep the children safe and protected in their own family environment.

Work requires the ability to establish rapport with child(ren), parent(s) and/or caretaker(s) in order to gather pertinent information and implement a plan to alleviate any safety concerns and risks within the home.

Specific services provided to the family may include Child and Family team meetings, development and updates to Family Service Agreements, and initiation of court action.

Employees in this position must have knowledge of the principles of social work along with good social work practice. Social Workers must have knowledge of the methods, procedures and policies of the agency.

A direct flow of services to child(ren), parent(s) and/or caretaker(s) is achieved by completing a Family Services Case Plan which outlines the specific goals/activities to be achieved and identifies the problems/concerns. This employee provides recommendations and referrals through agencies/resources that might be of assistance in helping the family correct conditions that have been identified. Regular contacts are made with the family and/or other significant persons relevant to the case in order to meet standards for the services rendered for Children's Protective Services.

This position is responsible for knowing and applying Federal and State Law as outlined in Child Welfare Manuals.

This position is responsible for maintaining documentation that is current within seven days of any task being completed.

This position is required to communicate with and interview children, the parent(s)/caretaker(s), and other collateral contacts during the Assessment phase of the case as well as In Home Services.

This position must collaborate with law enforcement, medical facilities, school systems, mental health providers, Guardians ad Litem, and other agencies/persons in assessing the risk level of the child(ren).

This position is responsible for periodic on-call coverage from 5:00 p.m. until 8:00 a.m. Monday night through Friday night and weekend coverage from Saturday 8:00 a.m. to Monday at 8:00 a.m. The frequency of on call varies depending on a number of factors.

**MARGINAL FUNCTIONS**

Performs general filing.

Assists other unit workers when time permits.

Performs other duties as assigned.

**MINIMUM TRAINING AND EXPERIENCE**

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.

**KNOWLEDGE, 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.

**SPECIAL REQUIREMENTS**

All employees should possess a valid North Carolina driver’s license.

All employees may be requested to perform other duties as assigned.

All employees may be required to assist county operations during a State of Emergency, disaster or other county event.

# ADA COMPLIANCE

Physical Ability: Tasks involve some climbing, stooping, and walking. Also involved are extended periods of time at the computer or workstation. 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.

Dexterity: Requires the ability to perform simple, coordinated movements utilizing fine motor skills. Such movements would be used in operating office equipment and a motor vehicle.

Sensory Requirements: Tasks require visual acuity and/or visual perception and discrimination. Tasks require the ability to hear or perceive sounds at normal speaking levels and to receive and understand spoken communications. Tasks include the ability to express ideas by means of the spoken word. Tasks include the ability to perceive odors in the immediate environment, which may affect workplace safety and wellbeing as well as that of a child(ren) in a home situation.

Environmental Factors: Tasks involved during client home visits may present some risk of exposure to disease, domestic violence and substance abuse situations, structurally unsafe dwellings, lack of sanitation, and adverse weather. Office tasks are performed in temperature controlled and clean environment.

**PERFORMANCE INDICATORS**

Knowledge of Work: Has considerable knowledge of the methods, procedures and policies of Duplin County-and the agency. Has considerable knowledge of the organization and programs of the agency and of related agencies. Has considerable knowledge of the principles of social work and good social work practice. Has considerable knowledge of the economic, social, cultural, environmental, and educational stresses affecting clients. Has considerable knowledge of human behavior and child development. Has considerable knowledge of the laws, standards, policies, and regulations governing services delivery and has the ability to interpret and apply same in performing responsibilities. Has the ability to prioritize, plan, and organize workload so as to achieve maximum effectiveness and accuracy. Has the ability to relate positively and professionally to intra' and interdepartmental personnel and clients serviced.

Quality of Work: Maintains high standards of thoroughness and accuracy in performing duties -and responsibilities: Initiates and completes corrective action when deficiencies occur.

Dependability: Assumes responsibility for completing assigned duties in a timely manner and in accordance with established standards, policies, and procedures. Takes action to ensure workload will be covered during absences.

Attendance: Consistently attends and remains at work and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to upper management when requesting leave. When possible, plans absences around workload.

Initiative and Enthusiasm: Takes a positive and proactive approach toward job responsibilities. Has the ability to be self-started and to work independently. Contributes ideas which will enhance work performance and workflow.

Judgment: Exercises sound judgment even under stressful and emergency situations, Seeks advice from supervisory personnel and consulting staff when appropriate for decision making. Researches issues and situations and explores various options for resolution. Implements decisions in accordance with established policies and procedures and does so with a minimum of errors.

Cooperation: Willingly accepts instructions and directions from supervisory and managerial staff and seeks clarification when necessary and justified. Recognizes the importance and necessity for established policies and procedures and abides by same. Seeks to promote cooperation by gaining basic knowledge of intra' and interdepartmental functions, utilizing the appropriate referral process, and making timely response.

Relationships with Others: Accepts role as a team member and willingly shares information and ideas with managers, supervisors, and co-workers. Approaches work with a positive attitude thus contributes to good morale among all employees. Develops and maintains cooperative relationships both intra' and interdepartmentally. Tactfully handles requests, suggestions, and complaints and makes timely responses in order to maintain good will. Approaches all situations with respect for the worth and dignity of all individuals.

Coordination of Work: Plans, organizes and implements daily work schedule. Prioritizes tasks in accordance with established standards for delivery of services which set forth expected time frames. Avoids duplication of effort. Anticipates and plans for absences in a manner that is least disruptive to work flow.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Takes personal responsibility for abiding by such standards. Reports any observed safety issues to supervisory or managerial staff.

Planning: Knows and understands expectations and plans and carries out activities in a manner conducive to meeting such standard s. Understand the importance of case planning to help parents/caretakers resolve problematic situations so that the child receive safe, nurturing care at home. Recognizes the importance of ownership as a motivating factor and thus actively involves the parents/caretakers in formulating the plans and setting target date for completion of tasks. Helps parents/caretakers develop and implement plans for safety and regularly reviews it with them to assess progress and/or need for revisions.

Organizing: Efficiently organizes own work in accordance with agency expectations for workflow, time frames, and productivity. Organizes client records according to agency policy in a manner which presents a clear and orderly and coordinated flow of information and activity.

Staffing: Demonstrates a willingness to mentor new and/or inexperienced staff and student interns as they apply social work principles to help them learn expectations, procedures, policies, and standards.

Leading: Exercises enthusiasm and foresight in guiding parents/caretakers toward the establishment and achievement of goals and objectives set forth in Safety Plans and In Home Family Services Agreements. Interacts with children and parents/caretakers in a manner which models appropriate parenting skills and responses to various situations.

Controlling: Contributes toward the establishment and maintenance of a positive. environment which is conducive to good work habits. Has a clear comprehensive understanding of established policies, standards and procedures and recognizes why adherence to same contributes towards a productive work environment. Directs the flow of services to clients by effectively utilizing case management skills.

Delegating: Help parent(s)/caretaker(s) accept responsibility for carrying out certain activities in their case plan. Helps parent(s)/caretaker(s) discern which activities are appropriately carried out by them and which are more appropriate to agency personnel.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action relative to cases and workload in general. Makes decisions in accordance with established policies and procedures and seeks supervisory and managerial input and clearance when deviation from said procedures produces more desirable outcomes. Explores alternative solutions to situations based on research and consultation.

Human Relations: Seeks to develop and maintain excellent rapport and positive working relationship with both intra and interagency personnel. Actively and open-mindedly listens to recommendations, suggestions, concerns, and opinions of others and gives them due consideration.

Policy Implementation: Has a clear and comprehensive understanding of those policies, which guide job function. Regularly reviews policy manuals and seeks clarification and interpretation from supervisor as necessary. Adheres to all applicable policies in the discharge of duties and responsibilities.

Policy Formulation: Stays abreast of changes in operating philosophies and policies through routine review of applicable manuals and policy statements. Implements any change in a timely manner. Makes recommendations and suggestions to supervisor and manage1ial staff for policy change, which could enhance performance and productivity.

***Disclaimer:*** *This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Employees may be requested to perform job related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this job will be evaluated as necessary should an employee/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the employee/applicant when possible. This job description is not an employment contract. Duplin County reserves the right to modify job duties or job descriptions at any time.*

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Employees Signature Supervisor Signature

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Date Date