



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SOCIAL WORK SUPERVISOR II	37	B	12.345
SOCIAL WORK SUPERVISOR I	36	B	12.352
SOCIAL WORKER III	35	B	12.363
SOCIAL WORKER II	34	B	12.361
SOCIAL WORKER I	32	B	12.377

SERIES CONCEPT

Social Workers are licensed professionals who provide case management services to children, families, the elderly and other individuals within local communities and institutions. Case management is defined as the process by which an individual's needs are identified and the social, habilitative and medical services designed to meet those needs are located, coordinated and monitored. Positions in this series may specialize in one service area, or may work in several areas as a generalist, depending upon the needs of the community and the mission of the agency to which assigned.

Assess and reassess client levels of functioning by interviewing clients, family members and other community contacts; utilize tests, inventories and other assessment tools; review medical, legal and law enforcement reports; and evaluate client resources for the purpose of identifying the level of assistance needed and services appropriate to meet client emotional, social, financial and health needs.

Develop and implement a case plan that presents intervention strategies to meet client needs including alternative placement, job training, socialization, nursing services, legal and medical intervention and financial assistance according to State and federal regulatory guidelines and budget limitations.

Locate and coordinate a network of services and resources provided by other State agencies, community organizations and private service providers in areas such as mental health, substance abuse, rehabilitation, developmental, homemaking, financial assistance and employment programs pertinent to assessing client needs and case plan goals.

Provide ongoing case management services by conducting home visits, monitoring delivery of services and quality of care, and reassessing client needs; track client progress and well being, evaluate case plan effectiveness, and effectively manage resources; assist clients in identifying strengths and barriers and developing problem-solving and coping abilities; collaborate and coordinate case reviews with families, friends, attorneys and multiple agencies including social and community services and law enforcement to ensure case continuity and prevent conflicting case plans and duplication of services.

Document case activities; maintain written case histories to include client status, progress and assessment results; complete necessary forms and prepare relevant correspondence and case reports according to applicable policies, procedures, laws and regulations.

Provide crisis intervention in the office or community setting to include responding to emergency calls; report instances of neglect or abuse to the appropriate authorities; utilize appropriate controls for individuals who may be aggressive, combative or hostile by following established protocols and policies.

May provide technical assistance, training, guidance and/or serve as leadworkers to other new or experienced Social Workers; may train, supervise and evaluate the performance of non-professional staff such as Family Support Workers and Administrative Assistants.

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SERIES CONCEPT (cont'd)

Perform related duties as assigned.

CLASS CONCEPTS

Social Work Supervisor II: Under general direction of a regional manager in the Division of Child and Family Services, Social Work Supervisor II's supervise a unit of Social Worker III's engaged in case management having a high proportion of complex and sensitive case work needs in child protective services, foster care and adoptions. Incumbents assign work, provide training, complete performance evaluations and administer appropriate discipline when necessary. They routinely review and monitor cases requiring the application of advanced principles of the social work profession, and case planning directives affect critically and chronically dysfunctional families and children whose welfare is at high risk. Supervisors at this level regularly arbitrate conflicts and discrepancies of a sensitive and volatile nature including, but not limited to, families, the court system, foster parents, schools, and law enforcement officials where a consensus regarding the appropriate course of action may be difficult to obtain. Incumbents may formulate policies, procedures and guidelines for the program assigned and participate in budget preparation by making recommendations regarding staffing, travel, and program needs. Incumbents may carry a caseload, however, supervision of Social Worker III's is the primary responsibility.

Social Work Supervisor I: Under general direction, incumbents supervise a unit of Social Workers to include responsibility for the assignment of work, training, performance evaluation and discipline. Incumbents routinely review and monitor cases requiring the application of accepted principles and techniques of the social work profession. They may also participate in formulating policies, procedures and guidelines for the program assigned and participate in budget preparation by making recommendations regarding staffing, travel, and program needs. They may also negotiate contracts to assist in meeting the specialized needs of clients, families and caregivers. Incumbents may carry a caseload, however, supervision is the primary responsibility.

Social Worker III: Under direction, Social Worker III's perform advanced journey level case management services in child protective services, foster care and/or adoptions. This work requires the application of advanced principles of the social work profession, and case planning directives affect critically and chronically dysfunctional families and children whose welfare is at high risk. Actions and decisions directly affect the safety and welfare of children at risk and extend to families, substitute caregivers and other resources within the community. Crisis intervention and objective evaluation may require incumbents to encounter potentially hostile and combative individuals. Social Worker III's are distinguished from the journey level by the nature and high proportion of complex and sensitive case work needs of children and families, and a more critical level of decision making and authority to take action to include removal of children from their home environment.

Social Worker II: Under direction, incumbents perform the full range of duties described in the series concept at the journey level.

Social Worker I: Under close supervision, incumbents at this level function in a trainee capacity, learning to determine social service needs of clients, develop appropriate solutions and case plans, and provide ongoing case management services. This is the entry level to the Social Worker series. Progression may occur to the journey level upon satisfactory completion of the required training period, and with the recommendation of the appointing authority.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * A valid driver's license is required at time of appointment and as a condition of continuing employment.
- * Some positions are subject to call-out or call-back.
- * Some positions require work on evenings, weekends, and/or holidays.
- * Licensure or provisional licensure by the State of Nevada Board of Examiners for Social Workers as a Social Worker, Clinical Social Worker, Independent Social Worker, or Associate in Social Work is required at the time of appointment and as a condition of employment.

SOCIAL WORK SUPERVISOR II

EDUCATION AND EXPERIENCE: Licensure or provisional licensure as a Social Worker, Clinical Social Worker, Independent Social Worker or Associate in Social Work and one year of advanced journey level professional experience providing case management in a social work setting equivalent to a Social Worker III in Nevada State service. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: federal regulations and State laws applicable to child welfare. **Working knowledge of:** dynamics of families who deprive, abuse or neglect their children, indicators of physical, sexual and emotional abuse in children, demands of the judicial system with respect to child welfare, collaborative and concurrent case planning; principles and practices of supervision; budget preparation and monitoring; intellectual disabilities, mental illness, substance abuse, aging processes, and their effects on human behavior; contract administration and compliance. **Ability to:** assess the initial child protection complaint for severity in order to determine the required action, evaluate the need for immediate response on child abuse and neglect to ensure a timely safety response; review the work of Social Workers who make critical child welfare decisions and take action in the field; apply advanced principles and techniques for social work applicable to child welfare; approve effective plans of care for children at risk of serious harm or injury in critically or chronically dysfunctional families; accompany staff on unannounced home visits which may involve confronting hostile and uncooperative family members and caregivers and may result in the removal of children for placement in alternate care settings; identify signs and evidence of physical, emotional and sexual abuse of children and investigate the circumstances pursuant to State law; analyze family crises and appropriate interventions to protect children from imminent danger; identify special needs children including physical, medical and behavioral problems; represent the agency at community and task force meetings; supervise subordinate staff including organizing workflow, delegating work, training, evaluating performance and administering necessary discipline; participate in program planning, implementation and coordination to ensure program goals and operations are in compliance with agency, State and federal rules, regulations, policies and procedures; implement corrective action; evaluate staff development and training needs and conduct formal and on-the-job training; project and develop budget recommendations regarding program needs including staffing, training, contract services, supplies and equipment; monitor budget to ensure constraints are met; develop, negotiate and renegotiate provider contracts in a timely manner to ensure continuity of services; identify service and resource gaps in the community and find resources to fill needs; analyze and understand specific trends relating to the program assignment; analyze data and prepare statistical and program evaluation reports; serve as an agency advocate and foster community contacts to facilitate cooperation and participation; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: State regulations related to personnel administration; supervisory techniques; components and data elements of the child welfare informational system; court jurisdictions. **Ability to:** review and approve comprehensive child welfare court reports, files and other documentation; partner with community agencies to obtain services for family centered services.

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL WORK SUPERVISOR I

EDUCATION AND EXPERIENCE: Licensure or provisional licensure as a Social Worker, Clinical Social Worker, Independent Social Worker or Associate in Social Work and one year of journey level professional experience providing case management in a social work setting equivalent to a Social Worker II in Nevada State service. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: principles and practices of social work and case management techniques used in the assigned program area. **General knowledge of:** genetic principles; effects of day care, foster care, group care and separations from family on individual behavior. **Ability to:** establish and maintain effective working relationships with co-workers, staff in other agencies and the public; provide technical assistance and guidance to subordinates regarding sensitive issues and questions; evaluate, develop and implement policies and procedures for assigned work unit; analyze information, situations, practices and procedures; identify relevant concerns, factors, patterns, or relationships; recognize alternative courses of action and the implications of each; organize material, information and people in a systematic way to optimize program efficiency; coordinate services by determining the time, place and sequence of actions; set priorities which accurately reflect the agency's mission, goals and objectives; delegate work assignments; collaborate, develop and maintain community resources and contracts; monitor contract compliance; apply advanced principles and techniques of social work applicable to child welfare; develop effective plans of care for children at risk of serious harm or injury in critically or chronically dysfunctional families; make frequent and regular unannounced home visits which may involve confronting hostile and uncooperative family members and caregivers and may result in the removal of children for placement in alternate care settings; identify signs and evidence of physical, emotional and sexual abuse of children and investigate the circumstances pursuant to State law; analyze family crises and intervene appropriately to protect children from imminent danger; identify special needs children including physical, medical and behavioral problems; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Social Work Supervisor I.)

SOCIAL WORKER III

EDUCATION AND EXPERIENCE: Licensure or provisional licensure as a Social Worker, Clinical Social Worker, Independent Social Worker or Associate in Social Work and one year of professional experience providing case management in child protective services, foster care services and/or adoption services in a social work setting equivalent to a Social Worker I in Nevada State service. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: federal regulations and State laws applicable to child welfare; dynamics of families who deprive, abuse or neglect their children, indicators of physical, sexual and emotional abuse in children; family centered assessment process, principles and practices; human characteristics which indicate dysfunction, characteristics of family marital problems and their solutions; effects of foster care on the child, caregiver, biological family, adoptive family, and the community; court procedures related to child abuse and neglect, removal of parental rights, and adoption; federal regulations, State laws, and policies and procedures related to assigned program areas; services, roles and responsibilities of other related social services providers; crisis intervention techniques; theories and practices of substance abuse addiction and recovery; HIV, fetal alcohol syndrome, and common communicable diseases. **General knowledge of:** collaborative and concurrent case planning; medical and pharmaceutical terminology sufficient to complete health surveys, evaluate medical reports and assess client health status; physical, psychological and social characteristics

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL WORKER III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (cont'd)

associated with the aging process; characteristics of intellectual disabilities and mental illness; court processes and protocol related to program assignment. **Ability to:** respond to emergency calls after normal working hours to investigate reports of child abuse and neglect; complete safety and risk assessments and determine appropriate action; exercise authority to remove children from the home when they are at risk of serious harm or injury; screen for severely emotionally disturbed children and coordinate appropriate placement; take decisive action to protect children at risk in accordance with legal requirements; prepare periodic and permanency reports and comprehensive recommendations to the court system; prepare petitions and court orders and testify in court; supervise child/parent visits; present cases to advisory boards; community councils and review teams; investigate and make State and interstate placement decisions; monitor compliance with court orders and recommend enforcement action when necessary; promptly coordinate and implement case plans by determining the time, place and sequence of actions to be taken based on the analysis of data; modify and/or adapt case plans, procedures and methods to maximize services and effect change in clients; negotiate, persuade, counsel and exchange ideas with others to arrive at joint decisions, conclusions or solutions; analyze crises and intervene appropriately; compute costs and hours of service; develop and present training programs designed to educate and motivate clients; organize and facilitate meetings; navigate, locate and enter data into the agency's computer system; oversee the work of private and public providers of social services; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Social Work Supervisor I.)

SOCIAL WORKER II

EDUCATION AND EXPERIENCE: Licensure or provisional licensure as a Social Worker, Clinical Social Worker, Independent Social Worker or Associate in Social Work and one year of professional experience providing case management in a social work setting equivalent to a Social Worker I in Nevada State service.
(See Special Requirements)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: principles, practices and techniques of social work; case management practices related to the program assignment; investigative techniques. **General knowledge of:** federal regulations, State laws, and agency directives applicable to social services; cultural and social differences that affect family relationships and social interaction; indicators and effects of human deprivation; public and private social services providers within the community; collaborative case planning; de-escalation and crisis intervention techniques; pregnancy, child birth and child care; grief and loss issues; gambling addiction; learning and physical disabilities; court procedures. **Ability to:** establish and maintain cooperative working relationships with co-workers and others representing private and public social service providers; establish rapport and gain the trust of others; conduct interviews, elicit sensitive information, make physical and behavioral assessments, and accurately record information; make home visits including unannounced visits; maintain composure, interact diplomatically and make effective decisions in confrontational situations; mediate and resolve conflict between contending parties; communicate with individuals who have emotional or mental problems; observe and assess relationships between client and family; prioritize and prepare case plans and provide services for a caseload of clients; apply interviewing and evaluative techniques and make recommendations; evaluate and continually reassess client level of functioning; develop and maintain a network of community resources; refer clients to appropriate services and follow up as required; document case narratives in computer and paper records; prepare reports to law enforcement and courts; respond to sensitive and/or emergency situations; act as an advocate for clients; operate personal computers and assigned software; deal appropriately

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MINIMUM QUALIFICATIONS (cont'd)

SOCIAL WORKER II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (cont'd)

with apathy, hostility, resistance and anger displayed by individuals; assist others in dealing with the issues surrounding death and dying and the aging process; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Social Worker III.)

SOCIAL WORKER I

EDUCATION AND EXPERIENCE: Licensure or provisional licensure as a Social Worker, Clinical Social Worker, Independent Social Worker or Associate in Social Work. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: social problems which call for the use of public and private community resources; philosophy of social work; social work ethics; dynamics of human behavior including interpersonal relationships and social interaction; confidentiality laws; client rights; case management practices; signs of substance abuse, mental illness and domestic violence. **Ability to:** understand and accept the differences in human behavior caused by deprivation, abuse and neglect; effectively interact with persons from a variety of economic, cultural, social and educational backgrounds; work objectively with individuals who may be hostile, uncooperative and verbally abusive; recognize signs of abuse or neglect and report it to the proper authorities; communicate effectively both verbally and in writing; compose grammatically correct correspondence and reports; read and understand technical and legal documents; read and interpret program regulations and policies; add, subtract, multiply and divide whole numbers, decimals and fractions; assemble, analyze and report data; organize and prioritize work; participate as a team member; work independently and follow through on assignments with minimal direction; transport clients to identified services as required; operate a computer sufficient to enter, store and retrieve data.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Social Worker II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	7/1/93P 10/23/92PC	7/1/65	7/1/65	2/1/65	9/27/74
REVISED:		6/1/69	6/1/69	6/1/69	
REVISED:		9/27/74			
REVISED:		2/26/76	2/26/76	2/26/76	2/26/76
REVISED:		3/14/78-3			
REVISED:		5/18/78-3	5/18/78-3	5/18/78-3	5/18/78-3
REVISED:		6/26/78-3		6/26/78-3	6/26/78-3
REVISED:				11/30/78-3	
REVISED:				5/29/79-3	5/29/79-3
REVISED:		2/10/88-3	2/10/88-3	2/10/88-3	2/10/88-3
REVISED:		8/19/88-3	8/19/88-3	8/19/88-3	8/19/88-3

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REVISED:		7/1/93P	7/1/93P	7/1/93P	7/1/93P
		10/23/92PC	10/23/92PC	10/23/92PC	10/23/92PC
REVISED:	11/17/93UC	11/17/93UC	11/17/93UC	11/17/93UC	11/17/93UC
REVISED:	7/1/03P	7/1/03P	7/1/03P	7/1/03P	7/1/03P
	1/10/03PC	1/10/03PC	1/10/03PC	1/10/03PC	1/10/03PC
REVISED:	3/9/16UC	3/9/16UC	3/9/16UC	3/9/16UC	3/9/16UC
REVISED:	1/11/17UC	1/11/17UC	1/11/17UC	1/11/17UC	1/11/17UC