



## CLASS SPECIFICATION

Class Code: 15335  
Date Est: 07/2005  
Last Rev: 07/2018  
Last Title Chg: 07/2018  
FLSA: exempt  
Probation: 12 Months

### SENIOR HUMAN SERVICES CASE WORKER

#### **DEFINITION**

Under general supervision, performs a broad range of the most difficult and complex professional casework duties in 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, sociology, psychology, criminal justice or a closely related field AND three years of full-time experience performing professional case management in the community and human services field. A master's degree from an accredited college or university social work, sociology, psychology, criminal justice or a closely related field may substitute for one year of experience.

#### **LICENSE OR CERTIFICATE**

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

#### **DISTINGUISHING CHARACTERISTICS**

Incumbents perform a wide-range of the most complex professional case work assignments requiring in-depth experience with complex family dynamics and/or analysis of community need and identification and implementation of social programs. In Child Welfare, this position is distinguished from the Human Services Case Worker III in that it assists Human Services Supervisors by providing field supervision and guidance for professional social work staff to ensure compliance with the practice model. In Adult Services, incumbents provide independent analysis of community needs, develop programs or services to meet demands, and assist the Human Services Supervisor by providing field supervision and program oversight.

#### **SUPERVISION EXERCISED**

Provides work coordination and lead direction for other professional case worker staff.

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

Develop, implement and monitor case plans and service agreements for high risk children and families; vulnerable and at risk individuals; provide ongoing case management services to those families and individuals experiencing serious violence, mental health disorders and chronic maltreatment.

Investigate allegations of abuse or neglect in the most high risk and complex cases, determine risk to the individual and recommend appropriate action to assure the individual's safety.

View injuries, initiate police reports, remove children at risk and arrange for out-of-home placement when necessary. Obtain medical, psychological and educational information, prior history with the agency and criminal records to assist in determining risk to the child or individual.

Participate in division initiatives to improve service delivery that may include serving as a member of a quality improvement team, assisting in policy development and implementation and conducting case file reviews.

Provide leadership and direction to case work staff through assigning and monitoring field casework.

Conduct employee field training, review and evaluate the work of other staff to ensure compliance with policy and protocol.

Participate in the development of employee evaluations by providing constructive feedback.

Document all contacts and maintain accurate case records to support the finding of the investigation; enter data into case management system. Review, approve and counsel staff on field casework documentation to ensure compliance with policy and best practice.

Draft petitions, compile information and compose court reports, appear in court and provide direct testimony; provide guidance to trainee staff in court preparation and presentation; review and approve court documents.

Identify available community resources and assist families in accessing them to reduce the risk of harm to the child or individual.

Obtain medical, therapeutic, educational, financial and emotional support services for children in out-of-home placements.

Collaborate with other professionals and service providers to meet the needs of the family.

Participate in the recruitment and selection process of staff.

Provide referrals and services to other agencies within the community.

Respond to inquiries and interpret social service rules, regulations and policies for clients and the general public.

May participate as a member of a multi-disciplinary team.

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

Collaborate with community providers to ensure high quality of care for the clients served.

## **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.

Computer software specific to the area of assignment.

Community organizations and utilization of public and private community resources and services.

Adult learning principles and methods.

### **Ability to:**

Assist in the selection and evaluation process of case work staff.

Mentor case work staff with best practice in dealing with complex child welfare cases.

Provide training and guidance to professional staff.

Testify in court proceedings and mentor staff on same.

Provide feedback to help staff improve work performance.

Prepare lesson plans and track learning.

Conduct training sessions.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

**Knowledge of:**

Modern case work principles, procedures and practices, including casework objectives and practices.

Laws, rules and regulations related to the area of assignment.

Socio-economic conditions, trends and factors, which promotes health, safety and stability.

Principles of individual and group behavior.

Principles and techniques of interviewing and recording social casework data.

Counseling methods and practices, including crisis intervention.

**Ability to:**

Maintain professionalism while dealing with difficult situations and/or clients.

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

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

Train staff on work methods and procedures.

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 for self and assigned staff.

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.

Remain calm, think clearly and act professionally and decisively while dealing with stressful situations and/or difficult clients.

Operate a personal computer and a variety of software packages.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish and maintain effective working relationships with clients from a wide-range of socio-economic backgrounds, division staff, representatives of other departments and community agencies.

Establish, maintain and foster positive working relationships with those contacted in the course of work.

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. 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.*