

Class Concept

Work in this classification includes the provision of direct services to a specialized caseload/population and/or coordination of a small program. Direct client services at this level are provided to the most complex population (hard of hearing-visually impaired, hard of hearing-blind, deaf-visually impaired, and deaf-blind). Direct services are provided through a variety of programs and include performing a basic assessment (medical, financial, social and/or employment history, among other information), explaining available services and programs, planning for required services, drafting a plan of action, and coordinating or implementing the delivery of needed services including referrals to other programs and agencies. Employees spend a significant amount of time in establishing eligibility and determining the most appropriate services to meet client's specialized needs.

Duties included in coordination of program planning, advocacy, public awareness, and outreach; there may be limited budget oversight. Employees may assign work to subordinates, serve as coordinator for staffing cases, coordinate services with other agencies and/or programs and provide training to other agencies and/or programs. Employees develop services within parameters of program guidelines; monitor and evaluate programs, and make adjustments in program activities. Employees provide community education and consultation and may provide technical assistance, and consultation to professional staff of other agencies.

Work is differentiated from Casework Associate I by complexity of program services, a significant amount of time spent in program development/evaluation, administration, providing technical expertise/guidance to others, and the complexity of the direct services to clients. Also recognized at this level is the responsibility for coordinating agency services at a small satellite unit which may include responsibility for physical facilities and coordination with other community agencies.

RECRUITMENT STANDARD

Knowledge, Skills, and Abilities

Thorough knowledge of social work principles, techniques, and practices, and their application to complex casework, group work, and community problems

Considerable knowledge of family and group dynamics and a range of intervention techniques

Considerable knowledge of governmental and private organizations and resources in the community

Considerable knowledge of the laws, regulations, and policies which govern the program

General knowledge of the methods and principles of casework supervision and training

Considerable knowledge of medical terminology, disease processes and treatment as they relate to decisions regarding clinical interventions and appropriate therapies based on diagnosis

Knowledge of specialized equipment and/or assistive technology techniques and practices

Skill in applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problems

Ability to supervise, train, or instruct lower-level staff, students, or interns in the program

Ability to establish and maintain effective working relationships with members of case load and their families as well as other organizations

Minimum Education and Experience

Bachelor's degree in a field relative to the program from an appropriately accredited institution and two years of directly related work experience, preferably with the client population; or

Bachelor's degree from an appropriately accredited institution and three years of experience in a related programmatic area providing experience in the techniques of casework, group work, or community organization; or an equivalent combination of education and experience.

Administering the Class

Varying settings, specialized programs, and job designs at this level allow for flexibility in accepting specialized degrees in the human services area and experience with the client population as required by the specific position.