

**Travis County Human Resources Management Department
Job Description**

Job Title: Social Worker

Job Code: 15813

Pay Grade: 15

Effective Date: 7/01/03

SUMMARY OF FUNCTION:

Provides social work services to clients and families to include case management, psychosocial and/or resource needs assessments. Develops client/family service plans and monitors progress. Utilizes community resources to assist clients and their families and provides client/family education, training and advocacy.

DISTINGUISHING CHARACTERISTICS:

This classification is in a series of social services classes. This class is distinguished from other social services classes due to the social work functions and services provided to clients. This class performs case management, psychosocial and/or resource needs assessments, develops client service plans and accesses community resources to assist clients. This classification may require a flexible work schedule in order to meet the needs of the department.

EXAMPLES OF WORK PERFORMED:

| | Essential (E) or Non- Essential (N) |
|---|---|
| • Conducts client and/or family psychosocial and/or resource needs assessment and obtains maximum benefit from all available sources. | E |
| • Develops and implements client/family service plans and monitors progress. Conducts periodic and final assessments to determine progress, client barriers, follow-up needs and client outcomes. | E |
| • Provides brief counseling and crisis intervention to individuals and/or their families to increase their ability to overcome and prevent crisis and promote progress toward self-sufficiency and health and well being. | E |
| • Provides short or long-term case management and service coordination to ensure maximum self-sufficiency and non-institutional living. Utilizes community resources to assist client in learning to live as a self-sufficient member of the community, including, but not limited to medical resources, local, state and federal agencies, community-based agencies and other resources. | E |
| • Participates in community collaboration for resource development and elimination of duplication of services. | E |
| • Provides client/family education, training and advocacy. | E |
| • Maintains current knowledge about resource availability, service costs, and budgetary parameters and remains fiscally responsible in carrying out all case management functions and activities. | E |
| • Participates in evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of both the service delivery system in which case management operates as well as the case manager's own case management services. Ensures full professional accountability. | E |
| • Writes informational reports, compiles data/information in accordance with professional standards and policies. | E |
| • Participates in case reviews involving client/family and other service providers. | E |
| • Refers citizens to appropriate agency or program. | E |
| • Performs other job-related duties as assigned. | N |

QUALIFICATION REQUIREMENTS:

Education and experience:

Master's degree in Social Work AND two (2) years social work experience counseling individuals in crisis/trauma situations.

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QUALIFICATION REQUIREMENTS (Cont.):

License:

Possession of a valid Texas Driver's License may be required.
Licensed Master Social Worker (LMSW).

Preferred:

May be required to be proficient at speaking, English, Spanish and/or sign language.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Theoretical constructs of human development and social work theory and practices.
- Policies, practices, procedures and terminology of assigned function.
- Local social services, organizations and programs and the resources available.
- Crisis intervention and counseling techniques.
- Requirements for categorical assistance programs.
- Psychosocial factors impacted by stressors, illness and disability and interventive techniques.
- Federal, state and local program laws and requirements.
- Financial resources available to clients.
- Modern office practices, procedures and methods.
- Computer equipment to include word processing, spreadsheets, databases and a variety of software packages.

Skill in:

- Counseling and providing crisis and other assistance to clients.
- Assessing the medical, psychosocial and environmental status of clients.
- Determining types of counseling, social service provider and other services indicated for clients.
- Referring clients to appropriate social services organizations and programs.
- Crisis intervention and counseling techniques used in trauma, grief or crisis situations.
- Obtaining services for clients.
- Planning and organizing social service programs and activities.
- Application of casework principles.
- Interviewing and obtaining information from clients and other sources.
- Problem solving and decision-making.
- Both verbal and written communication.
- Operating a variety of modern office equipment, including a computer.

Ability to:

- Apply social work and counseling theory, practice and procedures.
- Deal effectively with persons experiencing crises and economic stress.
- Work effectively and courteously under high-pressure circumstances.
- Prepare accurate and complete records and reports.
- Demonstrate consistent, sound, and mature judgment in the effective and efficient use of human and financial resources.
- Deal effectively with mentally disturbed, hostile and aggressive individuals.
- Work independently and efficiently.
- Manage time well and meet timelines.

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KNOWLEDGE, SKILLS, AND ABILITIES: (Cont.)

Ability to: (Cont.)

- Communicate effectively.
- Operate a computer, including word processing, spreadsheets, databases and a variety of software packages.
- Establish and maintain effective working relationships with departmental clientele, outside agencies, other county staff and officials, and the general public.

PHYSICAL/ENVIRONMENTAL FACTORS:

Physical requirements include lifting/carrying up to 25 pounds, visual acuity, speech and hearing, hand and eye coordination and manual dexterity, standing, sitting, walking, climbing stairs, bending, stooping, crouching, kneeling, pushing, pulling, reaching, twisting, balancing, repetitive motion, driving, client/customer contact, squatting to perform the essential functions.

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| WWC: 8810 | EEO Function: 03 | EEO Category: 02 | FLSA Code: E |
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