

SOCIAL SERVICE WORKER I

Nature of Work

Under general supervision, performs full-performance level professional social service work by providing services to the public in one or multiple program areas. Work requires the use of a personal automobile for local travel. Employee is subject to on-call status during non-business hours. May be required to deal with situations which are potentially dangerous to client and worker. Performs related work as required.

Distinguishing Characteristics

All three levels of Social Service Worker provide professional social services to the public. The Social Service Worker I provides these services in one or more of the following areas: day care, chore services, personal care homes, information and referral, health related social services, home management, or other services at this level.

Examples of Work

Maintains a caseload for programs and services at this level.

Takes, evaluates, and approves client applications for services, explains services and eligibility criteria.

Recruits, evaluates, and approves providers of services at this level; conducts on-site evaluation of providers facilities and services.

Trains clients/families in home management, day care, and other health and personal care areas.

Develops and evaluates client service plan and modifies as necessary.

Counsels clients/families in developing and performing behaviors or acquiring training and resources to attain social, educational and vocational goals.

Provides information on and refers clients to other community and social service agencies; develops community resources needed for client services.

Knowledge, Skills, and Abilities

Ability to learn federal and state laws pertaining to social welfare programs and related laws, rules and regulations.

Ability to learn theories, principles, methods and techniques of social service casework.

Ability to identify and deal with emotional states and behavioral patterns.

Ability to monitor and modify client service plans.

Ability to interview clients to obtain pertinent information.

Ability to understand family dynamics.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationship with clients and public.

SOCIAL SERVICE WORKER I (CONT'D)

Minimum Qualifications

Training: Bachelor's degree in Social Work from an accredited college or university.

Substitution: Bachelor's degree in Sociology, Psychology, Counseling, Criminal Justice, Behavioral Science, Interpersonal Communications, Human Services, Education, Special Education, Elementary Education, or Secondary Education from an accredited college or university may be substituted for the degree in Social Work **OR** current West Virginia Social Work License.

Special Requirement: Eligible for Temporary Social Work License **OR** Licensed as a Social Worker, Graduate Social Worker, or Certified Social Worker by the West Virginia Board of Social Work Examiners.

For Bureau for Children and Families

Training: Bachelor's degree from an accredited college or university.

Substitution: Current West Virginia Social Work License.

Established: 08/20/1992

Revised: 02/05/1993; 10/05/2000; 02/01/2001; 06/12/2015; 01/06/2016

Effective: 01/06/2016