

SOCIAL WORKER

FUNCTION OF THE JOB

Under supervision, to perform professional work involving the delivery of social work services to individuals and families in need of counseling and referral services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Makes initial contact with and receives referrals of clients with a variety of problems which require social work assessment and/or intervention.
2. Conducts assessments of client needs through interviews, collateral contacts and other investigations, develops a casework plan with clients, and performs agreed-upon and necessary casework services.
3. Maintains a caseload involving clients with personal, family, or socio-economic problems and attends to the related protection and safety needs.
4. Counsels, mediates, and provides intervention and case management services, coordinating the various social, community, and other services received by the clients.
5. Informs clients of available programs and services to meet their individual needs, and encourages participation in the most appropriate activities; or ensures participation in court-mandated services.
6. Initiates and maintains contacts with the courts, schools, mental health, and community agencies to assist individuals and families in need of a variety of human services.
7. Attends and participates in staff development programs, including in-service training, staff meetings, and professional seminars.
8. Provides consultation to other social work personnel and para-professionals.
9. Serves as a representative of the department to interested individuals, professionals, and community groups.
10. Acts as a department liaison, providing casework direction and supervision to providers of contracted services.
11. Prepares social histories and family assessments, reviews results and recommendations with supervisor and makes recommendations concerning case dispositions, and testifies at court and administrative hearings as required.
12. Establishes and maintains effective working relationships with clients, families, caregivers, service providers, volunteers, community agencies, and the general public.
13. Prepares and presents oral and written reports.
14. Maintains detailed case records, and develops and prepares statistical reports as required.
15. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
16. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of social work principles and methods.
2. Considerable knowledge of financial, health, mental health, and community resources.
3. Considerable knowledge of the federal, state, and local rules, regulations, and statutes governing the delivery of human services.
4. Considerable knowledge of social problems and family systems concerns such as family disorganization, addiction, domestic violence, abuse and neglect, discrimination, disability, poverty,

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

- unemployment, aging; and their effect on the individual and their families.
5. Considerable knowledge of human behavior, dynamics of groups and families, interpersonal relations, and social interaction.
 6. Considerable knowledge of trauma informed care principles and the impact of wellness/health on cognitive functioning.
 7. Working knowledge of social welfare programs, and the role of public human services agencies in providing services.
 8. Working knowledge of evidence-based practices and ability to integrate into case planning and practice.
 9. Working knowledge of mediation and dispute resolution skills.
 10. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
 11. Working knowledge of computerized department program software, including electronic health record, internet access, database, spreadsheet, and word processing programs.
 12. Ability to provide social treatment to clients with problems.
 13. Ability to interpret human services programs and explain programs and services available to clients, families, and stakeholders.
 14. Ability to respond appropriately in a crisis situation and provide skilled intervention to clients.
 15. Ability to propose alternate dispute resolutions in high-conflict situations.
 16. Ability to develop appropriate plan of services and to implement the plan with individual clients and their families.
 17. Ability to participate in multi-disciplinary decision making and services coordination as appropriate.
 18. Ability to utilize word processing, database, and spreadsheet programs.
 19. Ability to prepare, present, and maintain accurate records and reports.
 20. Ability to communicate effectively, both verbally and in writing.
 21. Ability to establish and maintain effective working relationships with clients, families, caregivers, service providers, volunteers, community agencies, and the general public.
 22. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
 23. Ability to plan, organize, and prioritize work effectively.

Training and Experience

1. a. A bachelor's degree from a recognized college or university in sociology, social work, psychology, or a closely related field.
OR
b. A bachelor's degree from a recognized college or university plus one (1) year of professional social work experience.
2. Social work certification from the State of Wisconsin within six (6) months of employment.
3. Valid Driver's License.