

**PORTAGE COUNTY**  
**Job & Family Services**

**TITLE:** Social Service Worker 2

**DIVISION:** Children Services

**WORKING HOURS:** 8:00 a.m. to 4:30 p.m., 8:30 a.m. to 5:00 p.m. or 9:00 a.m. to 5:30 p.m. Monday-Friday.

**JOB OBJECTIVES:** Under the direct supervision of a PCSA Supervisor, assists PCSA staff by providing at-home and in-office services to assigned families to ensure compliance with reunification plans. Incumbent is also responsible for providing educational and parent training services and maintaining regular contact with PCSA staff regarding visitation and at-home services.

**ESSENTIAL JOB FUNCTIONS:**

- Assist PCSA case staff by providing at-home and in-office services to assigned families so that they are in compliance with reunification plan & avoid juvenile court intervention to include: monitoring of visitation, including the initial placement visit when child comes into agency custody (i.e.: schedules visits in compliance with court order or case staff needs, observes parent & child interaction, ensures visitations proceed smoothly, determines from observations if child(ren) is adjusted to placement).
- Provide educational and parent training services (i.e.: drives to family's home in own or agency vehicle, observes home environment & familial interactions, engages parents in activities to improve parenting skills).
- Maintain regular contact with case staff regarding visitation & at-home services (e.g.: uses case information to ensure proper precautions are taken during visitations, reports observations of & activities with families and their progress with relevant portions of their case plan, makes appropriate staff & supervisors aware of concerns or issues noted in the family).
- Make appropriate referrals to other service providers or areas of the agency.
- Transport family members as needed or assigned.
- Complete routine forms regarding observations and activities.
- Maintains files to include activity case notes, documentation & verifications as required.
- Testify in court as subpoenaed or assigned.
- Perform variety of support functions to assist staff related to children in placement care (e.g.: enters information relative to placement (i.e.: open case court documentation, medical/education information, foster/adoption & Kinship home studies), typing of routine correspondence & forms, filing, processing of forms & court orders, running daily court journal entries, copying, & answering general inquiries on the phone & in person).
- Assist with the coordination of meetings.
- Keeps current in areas of responsibility by attending skill development conferences, seminars, or State-sponsored programs related to Federal, State laws, rules, and regulations.
- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.

**NON-ESSENTIAL JOB FUNCTIONS:**

- May assist in training new employees.

- Perform other related Essential and Non-Essential functions as needed.

## I. **JOB REQUIREMENTS**

### **Systems:**

Ability to operate computers for data input and retrieval; proficiency in Microsoft Windows, Microsoft Office and web browsers (Internet Explorer and Google Chrome), knowledge of CRIS-E, OIES, SACWIS, ODAPS, OWCMS, SETS, CFIS, MUNIS, MITS, BUY-IN, eGateway, eQuil, CCIDS, OCLQS, Time Force, Agency's Digital Imaging systems and other systems as required by program area responsibility.

### **Equipment:**

Incumbent operates equipment such as, but not limited to, the following: personal computer, printer, calculator, multi-functional copier, fax machine, shredder, cell phone, camera and children's car seats.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in the position.

- Adherence to Agency Policies – Adhere to the rules of the agency (i.e. take breaks/lunches when scheduled, clock in/out appropriately, conform to dress code policy).
- Attendance & Punctuality – Is consistently at work and on time; Arrive at meetings and appointments on time.
- Attitude & Demeanor – Exhibit a positive and supportive attitude, open and receptive to constructive feedback and direction, exhibit patience and able to control and regulate emotions.
- Communication Skills – Communicate clearly and informatively using multiple methods and forms of media. Present numerical data effectively.
- Customer Service – Manage difficult or emotional customer situations. Respond promptly and effectively to customer needs. Solicit customer feedback to improve service.
- Ethics – Treat people with respect. Keep commitments. Maintain confidentiality. Uphold organizational values. Work with integrity and maintain high standards of integrity.
- Independent Decision Making – Make correct decisions and stand behind decisions.
- Initiative – Volunteer readily. Undertake self-development activities. Seek increased responsibilities. Take independent actions and calculated risks. Look for and take advantage of opportunities. Ask for and offer help when needed.
- Interpersonal Skills – Focus on solving conflict, not blaming. Listen to others without interrupting. Keep emotions under control and use reason when dealing with emotional topics. Remain open to others' ideas and try new things.
- Professionalism – Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions. Follow through on commitments; exercise common sense and good judgment about his/her appearance.
- Teamwork – Balance team and individual responsibilities to help accomplish work goals. Exhibit objectivity and openness to others' views. Give and welcome feedback. Contribute to building a positive team spirit. Put success of team above own interests. Able to build morale and group commitments to goals and objectives. Support everyone's efforts to succeed.
- Time Management – Demonstrate the ability to prioritize assignments & effectively schedule time. Complete

assignments on time, generate work in an allotted time, and complete work in an accurate and thorough manner.

**Job Standards:** High School diploma or GED required; Associate’s degree in related field preferred. Must also have a valid Ohio driver’s license in accordance with County policy and motor vehicle liability insurance.

**II. DIFFICULTY OF WORK**

Work consists of varied, non-standardized tasks requiring the knowledge of established policies, rules, procedures, and laws.

**III. RESPONSIBILITY**

Supervisor provides general guidance allowing for the planning of procedures and methods to attain objectives. Errors in work may cause inaccuracies in reports or records resulting in affecting the work of others and affecting the safety and protection of children and elderly.

**IV. PERSONAL WORK RELATIONSHIPS**

Incumbent has contacts with co-workers, other County employees, general public, law enforcement, court authorities, community agencies and schools. The purpose of these contacts is to coordinate departmental efforts and with other County departments and outside entities to help provide a safe environment and protective services for children and the elderly.

**V. PHYSICAL EFFORT AND WORK ENVIRONMENT**

**Physical Requirements:** Incumbent performs active work that may require lifting up to fifty (50) pounds occasionally.

**Physical Activity:** Incumbent performs the following physical activities: walking, standing, kneeling, crawling, bending, twisting, reaching above shoulders, reaching below knees, talking, hearing, driving and repetitive motions.

**Visual Activity:** Incumbent performs work where the seeing job is close to the eyes and far away. Peripheral and depth perception are also necessary; Ability to drive at night.

**Job Location:** Incumbent primarily works in an office environment with no exposure to adverse environmental conditions but frequently travels to locations with possible adverse environmental conditions.