

PORTAGE COUNTY
Job & Family Services

TITLE: Social Service Worker 3

DIVISION: Children Services

WORKING HOURS: 8:00 am - 4:30 pm, 8:30 am – 5:00 pm or 9:00 am - 5:30 pm Monday-Friday or 7:00 am – 5:30 pm Monday-Thursday or Tuesday-Friday

JOB OBJECTIVES: Under the direct supervision of a PCSA Supervisor, performs investigations/assessments of child/elder abuse and neglect referrals and determines what type of protective/placement service is needed. Incumbent is responsible for establishing family case/permanency case plans with clients, specifying goals and objectives for the child and his/her family.

ESSENTIAL JOB FUNCTIONS:

- Perform initial assessment investigations on child abuse and neglect referrals. Determine if a child/children is at risk and what type of protective/placement services is needed. Make emergency removals, protective services assessments, and provides on-going protective/placement services to families. Complete the Comprehensive Assessment Planning Model - Interim Solution (CAPMIS) tool and develop safety assessments, family assessments, safety plans, case plans, etc.
- Create family case/permanency case plans with clients, specifying goals and objectives for the child and his/her family. Provide intensive case management and supportive service, both on an individual and family basis, to the child, natural family, foster/ adoptive family and/or significant others when applicable.
- Respond to emergency and crisis situations involving families and children both efficiently and effectively.
- Receive reports of child and elder abuse and neglect through the abuse hotline. Ability to screen information and prioritize reports to determine if further investigation is appropriate according to State mandates.
- Monitor and participate in the evaluation of support services to include collateral contacts with schools, law enforcement agencies, health care personnel, community and Juvenile Court authorities.
- Recruit for foster homes. Conduct home studies and maintain confidential foster home case records
- Facilitate permanency for children through reunification, custody to third parties, adoption and emancipation.
- Monitor court-ordered supervised visits between child and family members.
- Initiate and maintain case records, dictation, including preparation of required forms, case narratives, correspondence and case documentation.
- Testify in court proceedings and/or prepare and file court-required child welfare documents, as required.
- Participate in child welfare after-hours C.A.R.E.S. Program, providing initial investigation and crisis intervention on after-hours, weekend and holiday child abuse and neglect referrals.
- Adhere to State required mandates and submit required documentation in required timeframes.
- Enter/retrieve data from automated computer system such as SACWIS and EDMS.
- Perform initial assessments and investigations concerning elder abuse, elder neglect or elder exploitation, as defined by ORC 5101.62 for persons 60 years of age or older. Provide initial crisis

intervention/protection and counseling to APS clients and arranges for treatment services and supportive services goals.

- Assist clients and/or their community-based service agency for admission to medical treatment centers, adult foster care, or nursing homes.
- Petition the county Probate Court to include testifying concerning safety and/or competency hearings when necessary.
- Participate in various agency required meetings (Family Team Meetings, Prosecutor meetings, Division meetings, Unit meetings, etc.)
- Provide training and service coordination on Independent Living Skills for youth ages 14 -17.
- 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.
- May organize or participate in child/elder workshops.
- Make speeches to general public and social services agencies.

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:

Bachelor's degree in Social Work, Human Development or another social service field required. Paid experience providing services to children and/or to persons 60 years of age or older preferred. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

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. Ability to operate a motor vehicle.

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.