



CaIHR Social Worker I/II

SALARY	See Position Description	LOCATION	Alturas
JOB TYPE	Full-Time	JOB NUMBER	MSS04612
DEPARTMENT	Modoc County Department of Social Services	OPENING DATE	07/01/2024

Position Information

Salary Information:

Social Worker I is \$3,706 - \$5,749.00 per month.

Social Worker II is \$3,896 - \$6,044.00 per month.

Performs basic social services casework; identifies client needs for more intensive casework services and provides referrals; carries a caseload of moderately difficult cases; manages a caseload of increasingly difficult cases; and performs other related work as assigned.

SOCIAL WORKER I

Working under close supervision, Social Worker I is the entry/trainee class in the professional Social Worker series.

Employees in this class are learning casework methods, procedures, policies and carry a limited non-complex social services caseload under close supervision and receive in-service training; are given close and constant supervision while learning social work principles, social service programs, basic case work methods and techniques, and departmental rules, regulations and procedures. Typical assignments are within child welfare and adult services programs; however, at the agency's discretion positions may be assigned to employment services to perform social services case work for employment services clients as required by department needs. As requisite skill and knowledge is developed, greater independence and the full scope of responsibility is exercised. Unless a position is permanently allocated to the Social Worker I level due to the nature of the work, employees are expected to advance to the Social Worker II after one year of satisfactory performance at the trainee level.

SOCIAL WORKER II

Working under general direction, Social Worker II is the journey level in the Social Worker series. Employees at this level are expected to carry a full caseload of moderately difficult cases requiring greater skill and depth of job knowledge in assessing problem situations and formulating plans for service. Typical assignments are within child welfare and adult services programs. However, at the agency's discretion, Social Worker II may be assigned to employment services to perform social services case work for employment services clients as required by department needs. Employees work with a high degree of independence in administering services and in using agency or community resources. Some positions may determine initial and continuing eligibility for one or more aid programs.

Social Worker II differs from Social Worker III in that the latter is the advanced journey level, assigned the more complex cases, specialized functions and/or leadworker duties.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Social Worker I/II classification receive direct supervision from a Social Worker Supervisor, or other higher-level supervisor or manager.

Examples of Duties

Duties may include, but are not limited to, the following:

(Note: For Social Worker I, duties are performed at the entry/trainee level.)

- Conducts interviews with clients, family members, and others in their home, in the office, or via telephone to assess the basic social, physical, and mental needs of clients and obtain health information in order to identify and provide social services
- Performs case studies and evaluates individual and family case information to assess the safety of children and adults; determines appropriate types and methods of treatment
- Assesses reports of suspected abuse; may be required to work on-call; may provide information to law enforcement or district attorneys
- Develops and carries out culturally sensitive non-complex to moderate treatment plans for an assigned caseload in conformance with agency, state and federal requirements; assists clients and family members to develop strategies to accomplish case plan goals
- Refers clients to other staff members, or to community resources for direct and intensive services and specialized counseling as necessary; advocates on the clients' behalf for most appropriate services including enabling services
- Assists applicants and recipients in utilizing available resources
- Interprets policies, rules, and regulations of the agency to applicants, clients and others within the scope of their responsibility
- Makes home visits in connection with casework assignments
- Prepares and maintains case records and databases; communicates decisions, timelines, recommendations and case plans to clients, families and service providers
- May testify in court
- May be assigned to specialized functions
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and achieve technical competence
- Receives casework consultation from professionally trained staff members
- Provides community outreach for various agency programs
- Maintains client confidentiality; performs all duties in conformance with the National Association of Social Workers (NASW) Code of Ethics
- Performs related duties as assigned

In addition to the above listed duties, Social Worker II performs the following:

- Carrying a caseload that includes cases with issues of moderate difficulty
- Counseling or supporting clients with complex or specialized needs; provides crisis intervention
- Providing self-help information, education, and services; works with client and caregivers to develop and improve caregiving and independent living skills
- Obtaining and evaluating policy, medical, and psychological reports
- May serve as mentor to staff, orients staff, provides training and guidance on cases

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition Section.

Knowledge of:

- Principles and practices of organization, workload management and time management
- Principles and practices of note taking, report writing, English composition, grammar, punctuation, and spelling
- Phone etiquette and interview techniques
- Socio-economic conditions and trends
- Basic principles of individual and group behavior
- Current issues in the field of social welfare
- Role and responsibilities of social workers
- Principles of interviewing and problem-solving methodology
- Basic public welfare programs on the Federal, State, and local level
- General principles of public assistance policies and programs
- Developing and preparing court report, case plans, case narratives and safety plans in automated computer systems

- Entering and retrieving data and narratives from automated computer systems
- Basic principles and techniques of interviewing and recording of social casework
- Laws, rules, and regulations governing the operation of the public welfare agency and the role of a social worker
- Community organization and the social problems calling for the use of public and private community resources
- Basic principles involved in the nature, growth, and development of personality and in-group processes
- The medical, legal, economic, and social management needs of individuals and families with special medical needs such as HIV disease, drug dependency, the medically fragile child, Alzheimer's, and the terminally ill
- The strategies and protocols surrounding crisis intervention techniques such as voice modulation and assessing the potential for suicide
- Basic psychopathology, the different types of mental illness diagnoses, how mental illness affects human behavior and mental health services and treatments utilized by clients

Ability to:

- Understand and learn the agency programs, policies, and procedures
- Obtain facts and recognize the relevance and significance
- Organize and maintain work detail
- Establish and maintain effective client rapport and professional working relationships with agency staff, clients, and others
- Communicate effectively, both orally (phone and in person) and in writing
- Analyze situations and adopt effective courses of action
- Interpret and explain to the applicant, recipient, or others public social service programs, policies, rules, and regulations
- Develop skill in interviewing case recording and interpretation
- Work within a community setting and effectively use appropriate resources and services
- Maintain confidentiality in accordance with legal standards and/or county regulations
- Work effectively in emotionally charged or stressful settings/emergencies
- Operate a personal computer and other office equipment and software
- Analyze data, interpret and apply directions, rules, policies, procedures and regulations, and develop appropriate responses
- Accept and use constructive feedback
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients
- Respect cultural differences
- Work with cases varying in difficulty /clients including clients with dual diagnoses, potentially dangerous clients or legally complex cases
- Analyze data from multiple sources, interpret and apply complex directions, rules, policies, procedures and regulations, and develop appropriate responses

Minimum Qualifications

Social Worker I:

Pattern 1: Graduation from an accredited four-year college or university;

OR

Pattern 2: Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, *including* fifteen (15) semester units or twenty-two and a half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*;

AND

One (1) year of full-time experience in the Social Service Aide, Eligibility Specialist II, Employment and Training Worker II, or a comparable classification; **OR** three (3) years of full-time experience providing direct client services to disadvantaged adults or children in a private or public agency.

Social Worker II:

Pattern 1: One (1) year of full-time experience performing entry level social work case management in the **Social Worker I** classification in an Interagency Merit System (IMS) county;

OR

Pattern 2: One (1) year of full-time social work case management experience**; **AND** thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, *including* fifteen (15) semester units or twenty-two and a half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*;

*Examples of acceptable social or behavioral science courses include Anthropology, Criminal Justice, Education, Ethnic Studies, History, Human Development, Human Services, Law, Nursing, Nutrition, Psychology, Public Health, Social Welfare, Sociology, Welfare, Women's Studies.

**Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.

Supplemental Information

- The ability to speak, read and write Spanish in addition to English *is optional*.
- At the discretion of Modoc County Social Services and with the approval of Merit System Services, qualified candidates certified to the eligible list established by this exam may be appointed to the Social Worker II level if the appointee meets the minimum requirements.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.
- This position is full-time at 37.5 hours per week.
- This is not a "remote work" or "teleworking" position. This position is in Modoc County, CA (shown in red on the map below):



- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law

enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 5 years from the date of the previous background investigation for each employee that has access to federal tax information.

EXAMINATION INFORMATION

TRAINING & EXPERIENCE EXAMINATION – WEIGHTED 100%

The Training & Experience Examination is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. All applicants must complete the entire examination to receive a score. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. MSS is accepting applications on a continuous basis. Qualifying candidates will be notified via email with instructions for completing the examination within 30 days of the date of application.

ELIGIBLE LIST INFORMATION

A departmental **open** eligible list will be established for the county of Modoc. The list will be utilized for 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

RETEST PERIOD

Once you have taken the examination, you may not retest for **SIX (6) MONTHS** from the established eligibility date.

SPECIAL TEST ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 916-909-3701 upon notification that your application has been approved. Documentation from medical, military, school or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

EDUCATION DOCUMENTS

If you are using education to meet the minimum qualifications, you must attach your transcripts to your application. Applicants with foreign transcripts must provide a transcript evaluation that indicates the number of units to which the foreign course work is equivalent. Transcripts and evaluations may be unofficial; official transcripts may be required upon appointment. Please redact birthdates and social security numbers.

GENERAL INFORMATION

This position is not eligible for visa sponsorship. Applicants must be authorized to work in the United States without the need for visa sponsorship by the start date of employment.

MSS reserves the right to revise the examination plan to better meet the needs of the recruitment if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

If you meet the requirements stated on this bulletin, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be added to the eligible list. Meeting the entry requirements does not assure success in the examination or placement on the eligible list.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. As part of the hiring process, a background investigation may be required.

EQUAL EMPLOYMENT OPPORTUNITY

The Merit System Services program is committed to equal employment opportunity for all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

ABOUT MODOC COUNTY

Modoc County is a geographically diverse area in the northeastern corner of California, and borders both Oregon and Nevada. The City of Alturas is the county seat and the only incorporated city in the County. Federal land comprises much of Modoc County, with employees from the US Forest Service, Bureau of Land Management, National Park Service, Bureau of Indian Affairs and the US Fish and Wildlife Service assigned there. These federal operations account for a significant part of the County's economy. Modoc County is home to the Medicine Lake Highlands, which is the largest shield volcano on the US West Coast. You'll also find areas of lava flows, cinder cones, juniper flats, pine forests, and seasonal lakes, nearly one million acres of the Modoc National Forest, as well as hot springs and lava caves, which are common to the area, and geothermal energy resources.

Agency

CalHR

Department

Modoc County Department of Social Services

Address

CalHR, Attn: Merit System Services
1515 S Street, North Building, Suite 500
Sacramento, California, 95811

Phone

916-909-3701

Website

<https://www.governmentjobs.com/careers/mss>

Social Worker I/II Supplemental Questionnaire

*QUESTION 1

The Minimum Qualifications for Social Worker I list several patterns under which an applicant may qualify to continue in the examination process. Place a check next to the pattern under which you believe you might qualify (you may check more than one):

- Graduation from an accredited four-year college or university
- Successful completion of thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, including fifteen (15) semester units or twenty-two and a half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*; AND One (1) year of full-time experience in the Social Service Aide, Eligibility Worker II, Employment and Training Worker II or comparable classification; OR three (3) years of full-time experience providing direct client services to disadvantaged adults or children in a private or public agency.
**Examples of acceptable social or behavioral science courses include anthropology, criminal justice, education, ethnic studies, history, human development, law, human services, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies.
- None of the above.

*QUESTION 2

The Minimum Qualifications for Social Worker II list several patterns under which an applicant may qualify to continue in the examination process. Place a check next to the pattern under which you believe you might qualify (you may check more than one):

- One (1) year of full-time experience performing entry-level social work case management in the Social Worker I classification in an Interagency Merit System (IMS) county.
- One (1) year of full-time social work case management experience**; AND thirty (30) college semester units or forty-five (45) quarter units from an accredited college or university, including fifteen (15) semester units or twenty-two and a half (22.5) quarter units in social welfare, social/human services, sociology, or other social or behavioral science*. *Examples of acceptable social or behavioral science courses include anthropology, criminal justice, education, ethnic studies, history, human development, human services, law, nursing, nutrition, psychology, public health, social welfare, sociology, welfare, women's studies. **Qualifying social work case management includes direct case work management, such as: assessment, evaluation; conducting investigations of abuse and neglect; preparing court reports; responsibility for a long term caseload, monitoring compliance through home calls and other personal contact; collaboration with other agencies and linking clients to resources and programs; development of a case plan, modification of case plans as needed/required; and authority to impose sanctions or implement actions that impact services.
- None of the above.

***QUESTION 3**

Please read: One or more of the patterns of the Minimum Qualifications require successful completion of specific units, credits, coursework OR a degree.

If you have completed *any* college or university courses, you must attach your college transcripts to this application.

Have you attached copies of your transcript(s) to this application?

- Yes
- No

***QUESTION 4**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency with the application. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. Merit System Services will accept verification of degree and/or course equivalency from any of the listed member agencies.

Did you attach all pertinent documents with your application?

- Yes. I completed my education outside of the United States and have submitted verification of degree and/or course equivalency.
- No. This question does not apply to me.

***QUESTION 5**

Modoc County Department of Social Services conducts in-person interviews. Should you receive an invitation, would you be available to attend an in-person interview in Alturas, CA?

- Yes, I will attend an in-person interview in Alturas, CA.
- No, I will not attend an in-person interview in Alturas, CA.

***QUESTION 6**

What is the minimum amount of notice you need to attend an in-person interview in Alturas, CA?

- 1 week

- 2 weeks
- 3 weeks
- 4 weeks
- I will not attend an in-person interview in Alturas, CA.

***QUESTION 7**

Please select your preferred day(s) of the week and time of day to attend an in-person interview in Alturas, CA (select all that apply):

- Monday Morning
- Monday Afternoon
- Tuesday Morning
- Tuesday Afternoon
- Wednesday Morning
- Wednesday Afternoon
- Thursday Morning
- Thursday Afternoon
- Friday Morning
- Friday Afternoon
- I will not attend an in-person interview in Alturas, CA

* Required Question