CLASSIFICATION

SOCIAL SERVICES CASE MANAGER II

DEFINITION

Under supervision, performs professional case management work in the area of Children’s Services as part of a Child and Family Team unit; performs child welfare and protection duties to support the safety, permanency and well being of children and assist children at risk, abused or neglected; provides services to children in the family home or in alternative placements; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor’s degree from an accredited college or university in Criminal Justice, Psychology, Social Work, Sociology, or a closely related field and one year of professional level experience providing casework/counseling or placement services to children and families or working with individuals or families in a community-based, case management role.

LICENSE OR CERTIFICATE

Possession of a valid driver's license required at time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Social Services Case Manager Specialist class series. Incumbents in this class perform a wide-range of professional case management services to children and families under less supervision. This class is distinguished from the Social Services Case Manager I, in that incumbents are expected to have a full range of knowledge in areas such as department organization, social service programs, case study methods, and providing case services with minimal guidance and supervision. This class series is distinguished from the Social Worker series by the fact that incumbents perform duties under supervision and have not completed the required education and testing to be a licensed social worker in the State of Nevada. It is encouraged that incumbents in this position will complete the required coursework, internship, and testing requirements to become licensed social workers in the State of Nevada.

SUPERVISION EXERCISED

N/A

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Continue training in a wide range of subjects: social work concepts and technical competence, interviewing, investigating, and case study practices and procedures; developing and maintaining necessary case records; available community resources; case planning; case management services; monitoring case progress; recruiting contract care providers and monitoring of residential programs for quality of care and contract compliance; coordinating residential placements with other governmental agencies to ensure appropriate placement of children; training residential and child care providers to recognize and report child abuse and neglect.

Conduct in-depth interviews with clients, family members, caregivers, etc.; collect socio-economic information; assess needs and develop and implement a basic service plans to assist with meeting the needs of clients; prepare case reports, document information and maintain accurate case records; review case files for proper documentation and issuing licenses.

Respond to inquiries, provide program and regulation information, and explain the reporting and investigation process; interpret rules, regulations, and policies for clients and the general public.
Investigate cases concerning child neglect or abuse; gather information, determine the urgency and severity of risk and recommend appropriate action to safeguard child.

Assess risk factors and safety of children throughout the life of the case.

Provide employment referrals and other services.

Assist families in accessing community services.

Maintain a caseload of “at risk” families and provide support and direction for the resolution of abuse and neglect problems.

Collaborate with other professionals and community service providers to meet client’s needs.

Take referrals from community agencies and enter information into the computer.

May provide advice on problems of child custody and assist with arranging foster home placements.

Provide basic case services to medical and general assistance clients, working with local resources to ensure that optimum assistance is available to clients.

Develop programs and services designed to meet the needs of clients.

Compile information and compose reports for court testimony in dependency hearings.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
Departmental and divisional policies, practices, and procedures relevant to Children’s Services.

Computer software specific to the department/division.

Community organizations and utilization of public and private community resources.

Laws, rules, and regulations related to Children’s Services.

**Ability to:**
Apply casework methods and social work principles.

Prepare case documentation.

Testify in court proceedings.

Write reports and petitions.

Perform crisis intervention with families and handle difficult situations and clients.

Report suspected abuse and/or neglect to respective governmental agency.

Maintain professionalism while dealing with difficult situations and/or clients.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*
**Knowledge of:**
Casework preparation, principles, objectives, and practices.

Socio-economic conditions, trends and factors, which promote stable family life.

Principles of individual and group behavior.

Crisis intervention strategies.

Factors influencing human growth and development.

Basic counseling methods and practices.

Principles and techniques of interviewing and recording casework data.

**Ability to:**
Apply interviewing and investigative techniques.

Review information, identify problems, and arrive at a logical conclusion.

Establish priorities and organize work.

Formulate and modify case plans in conjunction with client's needs.

Interpret and record information.

Gather, organize, analyze, and present a variety of data and information.

Prepare, clear, concise and accurate records and reports.

Operate a personal computer and a variety of software packages.

Maintain the confidentiality of case records.

Establish and maintain client rapport on an individual basis.

Read, interpret, and apply regulations, policies, and procedures.

Deal with hostile, aggressive and abuse clients.

Communicate effectively both orally and in writing.

Maintain effective working relationships with clients from a wide-range of socio-economic backgrounds, division staff, and representatives of other departments.

**SPECIAL REQUIREMENTS**
*Essential duties require the following physical skills and work environment.*

Ability to lift and move objects weighing up to 25 lbs. range. Ability to use office equipment including computers, copiers, telephone, and FAX. Work is performed in an office and other environments.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*