NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 04
Fiscal Year: 2014/2015
Posted Date: 07/14/14
Reposted Date: N/A

ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

<table>
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<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tbody>
<tr>
<td>1</td>
<td>2918</td>
<td>Human Services Agency Social Worker</td>
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Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
E-File
Department of Human Resources

Human Services Agency Social Worker (#2918)

$23.98-$36.83 Hourly / $4,157.00-$6,383.00 Monthly / $49,878.00-$76,596.00 Yearly

Email Me when a Job Opens for the above position(s)

Definition
Under direction, to perform a variety of professional social work duties involving casework, client management, and continuing client investigation and processing for social work programs in adult services and family and children services.

Distinguishing Features
This class utilizes the deep class concept and encompasses multiple levels of responsibility from entry through the fully-experienced journey level. Incumbents with little or no experience in the duties of the class perform beginning-level work and perform at increasingly higher levels of responsibility that require a commensurate higher degree of ability and initiative as experience is gained.

Positions in the 2918 Human Services Agency Social Worker classification assume responsibility for carrying out and explaining established methods and procedures to applicants, recipients and others. Positions provide social services through careful and judicious interpretations of various legal provisions, methods and procedures in approving, recommending, or authorizing expenditures for assistance. Positions have regular contacts with applicants, recipients, their families and others concerned, employees and other departments and organizations. Positions in this class gather, compile, and review important detailed, financial, personal and confidential information.

2918 Human Services Agency Social Worker class is distinguished from the 2912 Social Worker in that the 2918 will perform a variety of professional social work duties at various Human Services locations.

Examples of Important and Essential Duties
"The class specification shall be descriptive of the class and shall not be considered as a restriction on the assignment of duties not specifically listed." (CSC Rule 7)
1. Schedule and interview applicants to determine new or continuing service needs; conduct in-home interviews as necessary; investigate statements and information received from applicant through the use of telephone or written verifications; evaluate information to establish eligibility; determine amount of assistance eligibility.
2. Prepare requirements for eligible cases to establish financial assistance; authorize services as necessary; prepare necessary forms in accordance with procedures.
3. Assess, formulate and develop a service plan for client needs; develop goals and plan of action; provide case management activities including identifying and assessing client needs; coordinate and monitor services; prepare reports and reassessments; advise and counsel clients regarding family, economic, physical and emotional situations.
4. Refer clients or general public to other agencies according to established policies; coordinate service with public and private agencies and community resources.
5. Establish and maintain complete files on assistance clients; document case files as necessary; maintain daily log and narrative on assigned cases.
6. Study and evaluate case records of recipients to determine conformance with established legal provision, policies, procedures, interpretations, and instructions to determine further courses of action.
7. Answer questions and provide information to applicants, clients and the general public; assist clients in preparing forms and reports.
8. Present orientations for community agencies; establish and maintain contacts with local organizations, nonprofit agencies, business and other interested groups in promoting community resources program; initiate and mediate case conferences between workers and staff of service provider contractors.
9. Serve as client advocate; provide emergency, crisis or general intervention for client; investigate and resolve client problems involving non-receipt of benefits; provide transportation as required for clients.
10. Monitor, interact and supervise children during intake process; perform meal preparation; assist children in daily needs; transport children to placement location.
10. Investigate adult abuse cases, neglect and exploitation reports; interview clients, alleged perpetrator and other references.
12. Compose and prepare correspondence to applicants, references, and coordinating State agencies.
13. Coordinate transfers of clients between counties; inform clients of procedures and necessary reports.
14. Gather data, make recommendations, and prepare reports as required.
15. Perform related duties as required.

Knowledge, Skills and Abilities

Knowledge, Abilities, and Skills: Knowledge of: Interviewing and investigative skills and techniques; office procedures, methods and computer equipment; basic operations, services and activities of social services programs; pertinent Federal, State, and local laws, codes and regulations as related to assigned program responsibility; principles and procedures of record keeping and reporting; analytical and problem solving methodology; principles and practices in the analysis of physical, psychological and social factors contributing to maladjustment; socioeconomic conditions and trends; principles and practices of case management; principles and practices of client relations and caseload management; methods and techniques of crisis intervention; pertinent Federal, State, local and departmental laws, policies and procedures; services provided by related agencies services.

Ability to: Learn departmental programs, policies and procedures; learn basic principles of case management; learn to interpret and apply pertinent Federal, State and local laws, codes and regulations; effectively communicate with and elicit information from clients in difficult situations; prepare clear and concise reports; accurately gather, record and evaluate data necessary for the determination of eligibility for protective services and various public assistance programs; operate a computer terminal and standard office machines; analyze and interpret information and recommend and implement corrective courses of action; gain cooperation through effective communication; interpret and apply federal, state, and local Equal Employment, Affirmative Action, and Civil Rights laws, procedures, and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; exercise sound judgment in the performance of duties; demonstrate skill in more difficult and complex casework; consider personal and psychological factors in difficult situations; act effectively under stressful situations; interpret and apply Federal, State and local policies, procedures, laws and regulations; work independently with minimal supervision.

Notes

Origination Date: 7/11/14

Disaster Service Workers

All City and County of San Francisco employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100–3109). Employment with the City requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.