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: 59
Fiscal Year: 2014/2015
Posted Date: 04/23/2015
Reposted Date: N/A

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

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2918</td>
<td>Human Services Agency Social Worker</td>
</tr>
</tbody>
</table>

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 affected 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
    Michael Brown, 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
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
Title: Human Services Agency Social Worker  
Job Code: 2918

INTRODUCTION

Under supervision, incumbents perform a variety of professional social work duties involving casework, case management, and continuing client investigation and processing for social work programs in various Human Services Agency programs 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.

The 2918 Human Services Agency Social Worker class is distinguished from the 2910 Social Worker and 2912 Senior Social Worker in that the 2918 will perform provides a variety of professional social work services duties to clients applying for or receiving public assistance at various Human Services Agency locations. Classes 2910 and 2912 provide social work services to patients and/or clients in need of medical and/or social services at various Department of Public Health facilities and other City and County of San Francisco agencies such as the Public Defender’s Office and Juvenile Probation Department.

SUPERVISION EXERCISED

None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Schedule and interview applicants to determine new or continuing service needs; conduct in-home interviews as necessary; investigate statements and information received from applicants through the use of telephone or written verifications; evaluate information to establish eligibility; determine amount of assistance eligibility.

2. Make referrals of potential or suspected fraud cases. Prepare requirements for eligible cases to establish financial assistance; authorize services as necessary; prepare necessary forms in accordance with procedures.
Title: Human Services Agency Social Worker
Job Code: 2918

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 applicants, clients and the general public to other agencies according to established policies; coordinate services 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 narratives on assigned cases.

6. Study and evaluate case records of recipients to determine conformance with established legal provisions, policies, procedures, interpretations, and instructions to determine further courses of action.

7. Answer questions, and provide information, and explain policies, rules and regulations of the agency 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; Assist clients in resolving their problems that prevent or limit their ability to participate in public assistance programs; 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 placements and other locations as necessary; complete placement assessments and assist with requests for emergency placements; investigate complaints regarding the safety of children in placement.

11. Refer clients to Adult Protective Services for conservatorship, placement or protection when necessary; Investigate adult abuse cases, neglect and exploitation reports; interview clients, alleged perpetrator and other references.

12. Compose and prepare correspondence and narratives; maintain case records, document case actions and complete required forms; process actions related to eligibility for social services and ancillary services 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.

IMPORTANT AND ESSENTIAL KNOWLEDGE SKILLS AND ABILITIES

Knowledge of: Interviewing and investigative skills and techniques; office procedures, methods and computer operation; basic operations, services and activities of social services programs;
Title: Human Services Agency Social Worker
Job Code: 2918

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 various services and various public assistance programs; operate a personal computer terminal and other 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.

MINIMUM QUALIFICATIONS
These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
Possession of a baccalaureate degree from an accredited college or university in social work, sociology, psychology, counseling, or other behavioral science.

Experience:

License and Certification:

Substitution:
Experience performing social casework or eligibility casework with a public or private agency/organization may be substituted for the required degree on a year-for-year basis (up to a maximum of two years). Thirty (30) semester or forty-five (45) quarter units equal one year.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES
To: 2914 Social Work Supervisor; 2916 Social Work Specialist
Title: Human Services Agency Social Worker
Job Code: 2918

ORIGINATION DATE: 7/22/2014
AMENDED DATE: 4/xx/15
REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.
BUSINESS UNITS: COMMN