

**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: 13
Fiscal Year: 2021/2022
Posted Date: 12/13/2021
Reposted Date: N/A

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

Item #	Job Code	Title
1	2940	Protective Services Worker

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.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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 Operations
Carol Isen, DHR
Sandra Eng, CSC
Sue Hwang, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Protective Services Worker
Job Code: 2940**

DEFINITION

Under general supervision, Protective Service Workers perform professional investigation, casework, and casework services in a child or adult protective services program or in other social service programs. Protective Service Workers may make investigations to determine the eligibility of applicants for psychiatric care and services. Protective Services Workers provide consultative services to individuals, government and community agencies and groups regarding protective, social and psychiatric services; and performs related duties as required.

DISTINGUISHING FEATURES

Class 2940 Protective Services Worker is distinguished from Class 2918 Human Services Agency Social Worker in that the nature of the work is more specialized, focusing on the needs of children or adults in need of protective or psychiatric services. Class 2940 Protective Services Worker is distinguished from Class 2944 Protective Services Supervisor, the first line supervisor in the Protective Services Series, in that positions in Class 2940 Protective Services Worker do not supervise other professional staff.

SUPERVISION EXERCISED

Some positions may be required to supervise subordinate clerical or technical staff; however, supervisory responsibilities are ancillary to the main focus of the position.

EXAMPLES OF 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. Interviews and counsels an assigned caseload of clients, parents, children, adolescents, adult victims, caregivers and perpetrators. Provides case consultation and case management.
2. Determines degree of danger and risk of future abuse and neglect and evaluates the client's, child's, elder's or dependent adult's and family's need for services.
3. Develops case plans, court reports and other relevant case documents and provides recommendations to the court.
4. Maintains case information on applicable computerized case management system.
5. Works as a team member with law enforcement, medical professionals, public guardian and legal professionals.
6. Arranges in-home and other services to remedy problems without removal of protected individual from the home. Conducts permanency planning and placement, as appropriate.
7. Facilitates family maintenance and reunification.
8. Makes presentations before groups.
9. Arranges legal services for clients.

When assigned to Family and Children's Services:

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1. Investigates child abuse and neglect allegations and determines whether removal of the child from the home is necessary.
2. Recruits applicants for foster care and adoption. Evaluates adoptive and foster care applicants and finalizes adoptions.
3. Places and supervises children in foster homes and residential treatment centers

When Assigned to Adult Protective Services:

1. Investigates adult abuse allegations and provides services to adults in danger of abuse or exploitation and arranges adult placements when necessary.
2. Places elders and dependent adults in appropriate level of supervised care

When Assigned to Public Conservator:

1. Investigates referrals from psychiatric emergency services and jail psychological services by interviewing clients, medical staff and family. Provides case consultation and case management.
2. Arranges placement upon release from locked facilities in appropriate level of supervised care.
3. Carries a caseload of clients who require continuing psychiatric and psychological services.

~~When assigned to Long-Term Care Operations :~~

- ~~1. Conducts clinical assessments for individuals with behavioral health issues, such as dementia and depression.~~
- ~~2. Documents clinical work thoroughly and accurately in a timely manner.~~
- ~~3. Identifies and manages crisis or urgent situations.~~
- ~~4. Refers clients to mental health and other community services as appropriate.~~
- ~~5. Provides short term behavioral health services.~~
- ~~6. Participates in multi-disciplinary and similar meetings.~~
- ~~7. Conducts trainings and presentations for social service and community agencies and other concerned parties, regarding program information, referrals to the program and/or related topics.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Social work methods and practices; theories of human behavior and group dynamics; interviewing, investigative and intervention techniques; child development, the aging process, parenting skills, adolescence, substance abuse, familial violence; causes and treatment of child abuse, family dynamics, death and dying; crisis intervention; and mental health/illness; needs and problems of children, families and adults from diverse socio-economic and cultural backgrounds; community resources and community organizations; policies and proce-

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dures relating to the provision of social services; investigative techniques, reporting requirements, and court procedures related to social services; the laws, rules and regulations governing the operation of public social services agencies; therapeutic modalities and pharmacology.

Ability or Skill to: Assess, diagnose and apply intervention techniques to child, family and adult related problems; establish workload priorities and effective caseload management; exercise tact, objectivity, sensitivity, judgment and cultural competency in dealing with people in a variety of situations; manage stress and criticism while maintaining professional demeanor; communicate effectively with individuals, groups and the courts; write accurate court reports and case summaries; operate computers using specialized software to record and maintain case information.

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 Master's Degree in Social Work from a school accredited by the Council on Social Work Education (CSWE): OR, a Master's Degree from a two-year (2)

counseling program from an accredited college or university. (Qualifying Master's Degrees in counseling include Marriage and Family Therapy, Clinical Counseling, Mental Health Counseling, Addiction Counseling and Counseling Psychology that included a supervised field placement as part of the course curriculum).

Experience:

DAAS: Adult Protective Services and Public Conservator's Specialty ~~and Long-Term Care Operations:~~

Satisfactory completion of two semesters of graduate field placement which involved the provision of direct services to elders and/or dependent adults and/or adults with physical, cognitive or mental health disabilities in one of the following or closely related areas: Adult Protective Services, intensive case management such as MSSP/Linkages, medical social work in a hospital or clinic, mental health program/agency, home health agency or alcohol and drug counseling and treatment program OR six (6) months post baccalaureate professional work experience which involved the provision of direct services to elders, dependents, or adults in one of the areas previously described.

Family and Children's Services Specialty:

Satisfactory completion of two semesters of graduate field placement, which involved the provision of direct services to families or children in one of the following or closely related areas: child welfare, family counseling, juvenile probation, pediatric social work, adolescent alcohol and drug counseling or school social work; OR six (6) months post baccalaureate professional work experience which involved the provision of direct services to families or children in one of the areas previously described.

License and Certification:

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License and Certifications Required for Public Conservator's Specialty and Long Term Care Operations:

Possession of a valid Licensed Clinical Social Worker (LCSW) license issued by the California Board of Behavioral Sciences(BBS) OR

Current proof of registration as an Associate Social Worker (ASW) intern issued by the California Board of Behavioral Sciences(BBS); OR

Possession of a valid Marriage and Family Therapist (MFT) license issued by the California Board of Behavioral Sciences(BBS); OR

Current proof of registration as a valid Marriage and Family Therapist Intern (MFTI) issued by the California Board of Behavioral Sciences(BBS); OR

Possession of a valid Professional Clinical Counselor (LPCC) license issued by the California Board of Behavioral Sciences(BBS); OR

Current proof of registration as a Professional Clinical Counselor Intern (PCCI) issued by the California Board of Behavioral Sciences (BBS).

All Positions Require:

Possession of a valid California class C driver's license and clear Motor Vehicle Record (MVR).

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: Class 2944 Protective Services Supervisor

ORIGINATION DATE: 01/12/1961 (2940/2942)

AMENDED DATE: 03/15/93 (2940/2942); Amended & Retitled 10/13/98;
03/01/16; Amended 12/XX/21

2942 Abolished 10/13/98

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD