



**Lake County
Human Services Professional**

BAND	GRADE	SUBGRADE	FLSA STATUS
C	4	1	Non-Exempt

NATURE OF WORK
<p>The first level of the Human Services Case Management series responsible for performing professional and/or program or case management duties for significant community programs, support areas or service offerings with significant impact on County operations. Incumbents have appreciable latitude for determining the appropriate actions, decisions, or processes to use due to their professional knowledge and experience. Responsibilities may include drafting internal procedures for assigned programs; planning programs; evaluating the impact of changes in regulation on programs; assisting with program budget; investigating reports of maltreatment of a family member; and assisting clients in determining level of support required.</p> <p>In this classification level work is primarily non-routine in nature, with general goals and objectives; requires a comprehensive knowledge and skill of the assigned area or function, and applying or adapting established processes and procedures to complete the assigned responsibilities.</p>

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)		FREQUENCY	BAND/ GRADE
1.	Conducts comprehensive initial and on-going assessment interviews to evaluate individuals' physical, economic, educational, and mental background; develops case plans and makes recommendation for clients in assigned program areas	Daily 30%	C4
2.	Maintains regular client contact via phone, home visits, office visits, or site visits with other agencies involved in the case plan.	Daily 20%	B2
3.	Implements solutions and interventions which includes monitoring and evaluating clients' progress in meeting goals and expectations of the case plan; prepares and maintains progress reports.	Daily 20%	C4
4.	Maintains detailed documentation of clients' participation in case records, on-going case narratives; compiles data for various reports, summaries, and memos; completes mandated State and local forms and adheres to program deadlines.	Daily 20%	B2
5.	Provides and/or arranges supportive social work services such as financial assistance with child care, transportation, clothing, education/training, and additional referrals to outside agencies.	Daily 10%	B2
6.	Performs other duties of a similar nature or level.	As Required	N/B



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FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Social Worker (Child & Family) may be responsible for:

- Conducting investigation and family assessments for children with mental health issues, and or maltreatment.
- Reviewing program eligibility; developing case plans; identifying client strengths and weakness impacting interventions.
- Arranging and coordinating foster placement for children; monitoring contracted service providers.
- Providing crisis intervention, and coordinating emergency services.
- Preparing court requests; attending court hearings; and providing expert testimony regarding cases of child abuse, sexual abuse, or exploitation.

Positions assigned to Social Worker (Adult Protection) may be responsible for:

- Conducting assessment, and investigation of Adult Maltreatment victim cases.
- Developing case plans in consultation with Adult Protection team.
- Coordinating petition filing with County Attorney's office; and appearing for court hearings.

Positions assigned to Social Worker (Developmental Disabilities) may be responsible for:

- Assessing and developing case plans for individuals with developmental disabilities.
- Monitoring progress, and providing crisis management.

Positions assigned to Social Worker (Adult Services) may be responsible for:

- Providing care coordination services for enrollees managed care and waiver programs.
- Performing MnChoices assessments.

LEVEL OF DECISIONS

Knows fundamental concepts, practices and procedures of assigned field. Assignments are broad in nature, usually requiring some originality and ingenuity to ensure an appropriate alignment between assignments and program policies and objectives.

DIRECTION RECEIVED

Work under minimal direct supervision, but is provided with clear objectives and standards to coordinate the assigned program.

DIRECTION PROVIDED

Incumbents troubleshoot problems and issues commensurate with relevant experience.

TRAINING AND EXPERIENCE REQUIREMENTS

Bachelor's degree in Social Work or related field; 2 years related experience; or an equivalent combination of education and experience.



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LICENSING REQUIREMENTS

Incumbents in this class typically require:

- Valid driver's license.

KNOWLEDGE REQUIREMENTS

- Interview, assessment, counseling, and evaluation techniques;
- Adult protection investigation procedures as per State statute;
- Social services principles and techniques;
- Problem solving techniques;
- Community resources;
- Customer service principles;
- Case management principles and practices;
- Applicable federal and state policies, and regulations;
- Crisis intervention strategies;
- Computers and related software applications.

SKILL REQUIREMENTS

- Providing customer service;
- Managing social work caseloads;
- Applying applicable federal and state policies and regulations;
- Identifying and recognizing abnormal behaviors associated with child development, mental disorders, learning disabilities, substance abuse, and domestic violence;
- Conducting interventions;
- Managing crisis interventions;
- Recognizing symptoms, signs and side effects of substance use and/or abuse;
- Directing and focusing therapy to address identified problem(s);
- Working with a diverse population with multiple psychological problems;
- Preparing reports;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sitting most of the time. Walking and standing are required only occasionally.

CLASSIFICATION HISTORY

DATE	COMMENT
April, 2017	Draft prepared by GBS (MO)
October, 2017	Revised by GBS (MO)



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NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.