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SOCIAL WORK SERIES

SR-16; SR-18; SR-20; SR-22; SR-24; SR-26
BU:13; BU:23

This series includes those classes which require the application of the principles and practices of professional social work in the performance of such assignments as providing direct services to individuals and families, including work with individuals in groups; training social work students; and providing consultation or staff services on social work problems, programs and staffing.

Social work is concerned with finding suitable means to help individuals and/or families to recognize and understand the nature and extent of their problems. By developing a relationship of mutual trust and understanding a social worker, recognizing the social and environmental factors in force, can help the individual and/or family arrive at a practical solution for their psycho-socio and/or economic problems--one which will ameliorate the problem situation by utilizing available assistance and services, by referring them to other community resources and by assisting them in understanding and modifying their own behavior patterns when necessary. Therefore, it is characteristic of social work that it is oriented toward practical application of knowledge and professional skills to motivate the client(s), rather than attempting to solve social problems as theoretical abstractions.

The current trend in social work education is toward emphasizing a common core of social work knowledge and methods, which are applicable in any setting and with any client group. Recognizing this generic concept of professional social work, this series of classes represents positions engaged in a wide variety of social work welfare programs. However, despite the variety of settings and differing detail in individual assignments, all social work positions are oriented toward helping the individual and/or family recognize and understand problems which, have resulted from an inability to cope with a particular environmental or social setting. Representative of programs which utilize the services of social workers are the following:

Public welfare programs which provide direct social welfare services and economic assistance to family, child, and/or adult welfare cases;

Parole program which provides social work services to adults after incarceration in a penal institution or correctional facility;

Medical and psychiatric social work programs which provide direct social services to individuals and their families in a hospital, clinic, or other health setting; and

A school social work program which provides direct social work services to students who are experiencing difficulties in using the resources of a school.

This series of classes encompasses direct service, consultant and supervisory positions. The levels of classes providing direct services are distinguished on the basis of the nature and extent of supervision received and the characteristics of assignments, as they relate to the degree of professional skill and judgment required. For example, a trainee position, under close and continued supervision, receives simple and routine assignments which do not require the development of close interpersonal relationships with an individual client and/or family.

Those levels of classes providing staff or consultant services are distinguished on the basis of nature and scope of assignments; nature and extent of supervision received; and supervision exercised over subordinate positions.

The supervisory levels of work are distinguished by the kind and degree of supervision exercised over subordinate positions and by the scope and variety of operations supervised as indicated by the volume, type and intensity of services offered by the unit, the range and number of subordinate supervisory levels and the inherent complexity of the workload.

Use of Specialty Titles:

Beginning with the class Social Worker II, departments may use descriptive titles placed in parenthesis following the main class title. Ex. Social Worker IV (Psychiatric).

The following specialty titles may be used:

Child and Family
Psychiatric
Medical
Probation-Parole
School
Tenant Relations
Group Work
Program and/or Staff Development Consultant Supervisor
Administrator

SOCIAL WORKER I

3.101

Duties Summary:

Performs simple social work tasks in accordance with defined policies and procedures and specific supervisory instructions; prepares case records and reports; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is the entry-level trainee class for the social work series. It involves formal training in the basic principles, methods and techniques of social work, in addition to orientation relating to the objectives of the program and the organization of the department or agency. Assignments are made concurrently with orientation and training and supervision is close and immediate. Specific and detailed instructions as to the tasks to be performed and the procedures to be followed are outlined at the time the assignment is made. Work is critically reviewed for compliance with instructions, thoroughness and application of social work methods and techniques. Continued guidance and instruction are provided during the progress of the assignment, including the manner in which finished work is to be submitted. Cases assigned are those in which the problem is limited in scope or where the problem may be delimited. While the majority of time is spent in conducting simple social work tasks, as the knowledge and abilities of the trainee develop, opportunity is provided for work with cases which are not so difficult or complex as to require the services of a fully qualified professionally trained social worker. These cases provide an opportunity for the trainee to analyze, diagnose and evaluate, recommend a course of action and carry out approved treatment.

Examples of Duties:

Attends orientation and training sessions; performs assigned reading; interviews clients receiving social services, either in the office or in the home; secures and evaluates information necessary to re-establish eligibility for social welfare services; dictates case records and correspondence; completes necessary forms and reports; interprets agency's program; confers with supervisor individually and in staff meetings; refers individuals and/or families to other community resources; assists more experienced social workers in fact finding tasks.

Knowledge and Abilities Required:

Knowledge of: Social sciences.

Ability to: Learn the principles, methods and techniques of social work; learn and interpret laws, rules and regulations pertaining to social welfare services of the facility in which employed; elicit pertinent information from people and relate such information to a

helpful course of action; present ideas and information clearly and concisely, orally or in writing; exercise tact, diplomacy and discretion in dealing with clients and co-workers.

SOCIAL WORKER II

3.102

Duties Summary:

Performs a variety of social work tasks ranging from the simple to the moderately difficult cases which do not require the services of a fully trained professionally qualified social worker; investigates and determines kinds of services needed by an individual client, and/or family and carries out approved treatment plans; prepares case records and reports; and performs other related duties as assigned.

Distinguishing Characteristics:

Social Worker II positions are typically of two general types:

1. The advanced trainee position through which the trainee advances as a part of his progression to full professional status. The work requires the application of principles, methods and techniques of social work to the solution or alleviation of problems of individuals or families; incumbent serves under relaxed supervision when assignments of a simple nature are given, and under close guidance and supervision when more difficult and complex cases are handled. Case assignments are varied and may be more than moderately difficult to complement professional education and growth.
2. The full semi-professional level. This position likewise applies the principles, methods and techniques of social work as outlined above, but as the incumbent gains experience and competence in the handling of moderately difficult cases, duties are performed with the kind and degree of supervision normally accorded a journey worker. Generally, however, the work is restricted to the handling of simple and moderately difficult cases.

Examples of Duties:

Conducts interviews in the office or during field visits to secure information concerning the personal history and social situations of individuals and/or families receiving social welfare services of the agency; carries out under close supervision, social casework treatment; makes case histories and reports on all pertinent social and environmental information; attends conferences and staff meetings for the purpose of discussing individual cases and for cooperative planning of treatment programs and improved services; refers individuals and/or families to other community resources; aids in the improvement of personal adjustment, social conditions and environmental factors in an effort to help the individual and/or family; prepares correspondence; dictates and

maintains case records and other documents, interprets agency policies and procedures; maintains cooperative working relationships with welfare and community agencies or institutions.

Knowledge and Abilities Required:

Knowledge of: A practical working knowledge of the principles, methods and techniques of social work; various social, psychological, economic and emotional factors influencing the behavior and attitudes of individuals; community resources and their effective utilization to help individuals and/or families; principles and practices of interviewing; legislation pertaining to the agency's programs.

Ability to: Collect, evaluate and interpret facts and recommend courses of action; present ideas and information clearly and concisely, orally or in writing; analyze situations and people accurately and implement an approved course of action; deal with people in a manner which will gain their confidence and cooperation; maintain an objective and emotionally stable attitude in meeting distressing situations presented by individuals and/or families.

Use of Optional Designations: See instructions in Introductory Section.

SOCIAL WORKER III

3.103

Duties Summary:

Provides direct casework and related services for the full range of cases within the scope of a department's social work program; makes independent analysis of client's situation; makes reasoned conclusion as to preferred course of action and provides necessary services and treatment; prepares case records and reports; and performs other related duties as assigned.

Distinguishing Characteristics:

This is the full journey worker level in the social work field. It is characterized by effective utilization of a wide variety of social work skills and the exercise of informed professional judgment in the process of assisting clients to face their problems, think them through, evaluate the situation realistically, consider alternative courses of action in relation to their needs and circumstances, and arrive at plans for using their resources to deal with the situation. Work typically involves services to clients with a variety of psychological, social and environmental problems, and who require support and guidance in dealing with their problems to avoid serious personal difficulties.

Except during the initial orientation phase, in which the supervisor clarifies the department's role, its philosophy of service, its commitments, organizational

relationships and goals, the laws, rules and regulations under which it operates, as well as familiarizes the employee with work processes, forms and reports peculiar to the facility, supervision is normally exercised through regularly scheduled conferences and review of records, reports and correspondence. The supervisory conference is for the purpose of discussing difficult or problem cases, evaluating effectiveness of work and providing guidance as the need is indicated, particularly on the more difficult aspects of the complex cases.

Examples of Duties:

Working independently, under general supervision, conducts interviews in the office or during field visits to secure information concerning the personal history and social situations of individuals and/or families applying for or receiving social welfare services; analyzes and diagnoses individual and/or family problems; formulates and implements social work treatment plans; decides and adopts a course of action to be taken on cases assigned; makes case histories and reports on all pertinent social and environmental information; attends conferences and staff meetings for the purpose of discussing individual cases and/or for cooperative planning of treatment programs and services; refers individuals and/or families to other community resources; aids in the improvement of personal adjustment, social conditions and environmental factors in an effort to help the individual and/or family; prepares correspondence; dictates and maintains case records and other documents; interprets department's policies and procedures; maintains cooperative working relationships with welfare and community agencies or institutions; may represent facility in court.

Knowledge and Abilities Required:

A thorough knowledge of principles, methods and techniques of social work and the social work concepts and theories which are guides for their use; emotional factors influencing the behavior and attitudes of individuals; considerable knowledge of the nature of normal and abnormal behavior, the causes and consequences of deprivation, the undermining, stabilizing and strengthening factors in social circumstances and interaction, and the cultural and psychological implications of family disunity, unemployment, illness, delinquency, functional illiteracy, etc., (this knowledge must be the equivalent of knowledge gained through satisfactory completion of work for a master's degree from an accredited school of social work); community resources and their effective utilization to help individuals and/or families; principles and practices of interviewing; socio-economic problems of the community as they relate to social work services; legislation pertaining to the agency's programs.

The ability to collect, evaluate and interpret facts; diagnose problems and make sound decisions; present ideas and information clearly and concisely orally or in writing; analyze situations and people accurately and adopt an effective course of action; deal with people in a manner which will gain their confidence and cooperation; and maintain an objective and emotionally stable attitude in meeting distressing situations presented by individuals and/or families.

Use of Optional Designations: See instructions in Introductory Section.

SOCIAL WORKER IV

3.104

Duties Summary:

Provides intensive social casework and related services in the most complex cases presenting a wide range of psychosocial problems, and may concurrently supervise a small group of less experienced social workers; may provide services for the full range of cases coming within the scope of a facility's programs within a line service unit, may provide technical consultation on the case direction of a specific program area; and performs other related duties as assigned.

Distinguishing Characteristics:

Social Worker IV positions are typically of four general types. All four types reflect the complete mastery of professional social work skills. Concomitant with this high level of skill in social services is the beginning of development in the supervisory, program specialties and consultative aspects of professional social work. The four general types are:

1. The fully trained and experienced social case worker, who independently handles the most complex cases involving individuals or families presenting multiple and complicated social, physical and emotional problems; that is, cases which present a wide range of psycho-social and environmental problems with no limitations as to the difficulty of services to be performed. These difficult professional services to clients with serious problems are not an incidental part of the workload but are regularly performed on a continuing basis with infrequent recourse to supervisory guidance. The case worker is responsible for keeping the supervisor informed on the progress of work and consults with the supervisor on substantive problems, but the initiative in determining that the supervisor should be consulted and the purpose of such conferences rests with the employee in this class. The supervisory contact is primarily to help the worker maintain perspective under the day-to-day impact of seriously troubled clients and the limitations of his own and the department's resources.
2. The fully trained and experienced social services worker who spends a significant portion of the work time in direct performance of work typical of the Social Worker III and concurrently supervises a small group of less experienced social workers, without having significant program management responsibility.
3. The fully trained and experienced social services worker who provides continuing social work services for the full range of cases coming within the department's

program, at a field station alone, without a supervisor available for consultation. Such assignment is generally in a given geographic area or island and involves continuing responsibility for developing and maintaining public understanding, sound working relationships and coordination of services with a wide range of residents in the communities served, such as local lawyers, physicians and public or private agencies. As under (1) above, the social worker has a responsibility for keeping the supervisor informed and the initiative in determining when the supervisor should be consulted rests with the employee in this class.

4. The fully trained and experienced social services worker who provides staff assistance under the general direction of the line services supervisor, by providing technical guidance on the methods and procedures, policies and standards, for handling a particular case or type of case within a specific program area.

Examples of Duties:

Interviews clients, identifies problem or problems, decides appropriate action to be taken and provides the indicated services. Cases handled include situations involving sociopathic personalities and family groups who react to their circumstances with impulsive behavior that may be self-destructive and/or situations complicated by conflicting needs such as that of a child in need of protection as against the need of the family to be kept intact. Using mature professional judgment and the flexible use of a wide range of social work skills assists individuals to want and to use help in achieving self-satisfying and socially satisfactory lives through insights gained which modify and redirect the client's behavior. Plans, conducts and may coordinate social work services; attends conferences and staff meetings for cooperative planning of programs or treatment services; interprets department's policies and procedures, principles and practices of social work; develops and maintains or may initiate cooperative working relationships with other community agencies; prepares correspondence, reports, case histories and other materials; may represent the facility in court hearings and in interdepartment conferences; may participate in staff development plans, developing and revising policies, procedures and standards for social work programs, developing program material for staff meetings; may hold regular and special conferences with individual social workers and provide direction concerning the handling of cases; may evaluate work performance, approve leave and assume responsibility for disciplinary actions.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the Social Worker III level must have an extensive knowledge of the organizational structure of the department and its basic policies as well as knowledge of available community health and welfare resources in order to make maximum use of available services for the client; ability to identify the significant elements pertinent for social diagnosis and treatment; ability to learn and apply the principles and practices of supervision.

Use of Optional Designations: See instructions in Introductory Section.

SOCIAL WORKER V

3.105

Duties Summary:

Plans, organizes, coordinates and reviews the social work services of an operational unit or directs a social work program or group of programs of limited scope and complexity; supervises a group of social workers and/or student social workers engaged in providing direct casework services; or develops, revises and evaluates the implementation of policies, procedures and standards pertaining to the administration of a subprogram within a broad social work program area; and performs other related duties as assigned.

Distinguishing Characteristics:

Social Worker V positions are typically of two general types:

1. A supervisory position which has full technical and administrative responsibility for programming social work activities of an operational unit and for supervising a group of social workers of lower level and supportive clerical staff. This responsibility includes: continuing liaison with a higher level supervisor to coordinate and plan the social work services within the assigned area and to evaluate the effectiveness of social work activities performed; assigning and scheduling work of social workers or students in order to insure maximum client service; exercising control over the quantity and quality of service provided by social workers in the unit and providing professional guidance in the casework process through helping each social worker test his own objectivity in making decisions and clarifying his/her perspective on his/her role in client treatment relationships. (Guidance is directed toward insuring adequacy of service to clients and deepening professional knowledge of the staff and their skill in the utilization of social work techniques.)
2. A supervisory position which is responsible for directing, controlling and coordinating a social work program or groups of programs which because of either limited scope or intensity of services offered does not require the assistance of subordinate full-time technical supervision.

Examples of Duties:

Plans and coordinates the activities and services of subordinate social workers taking into consideration the varying needs of clients and the aptitudes and abilities of the social workers under supervision; advises the higher level supervisor of trends in the

program area to which assigned and of in-service training needs; reviews statistical reports, studies and analyzes case records, develops special studies on caseload trends, works out special procedures to facilitate the work of the unit; conducts scheduled individual conferences with each social worker under his supervision, supplemented by review of analysis and case records and direction of group meetings (with beginning workers the focus is more on training related to work in a new setting), discusses new policies, directives and program activities and helps each worker to relate them to his/her own assignment; reviews records, reports and correspondence for currency of work, appropriateness of content and presentation, in terms of objectives, and conformance to established policies and procedures; may participate in social work training programs or in student training programs in cooperation with the School of Social Work, making certain that the content, type of training and practice work is provided without alteration of the standards of acceptable service to the clientele; may participate in overall program planning and development in staff development plans for all social work staff, such as planning orientation of new staff, recommending as to desirability of special seminars, lectures, etc.; making extensive review of records or reports for research purposes; may conduct liaison activities with selected types of community health and social agencies to establish policies for coordination of service or methods of referral or to clarify misunderstandings interfering with effective provision of service to clientele; evaluates work performance, approves leave and assumes responsibility for disciplinary actions; evaluates implementation of subprogram policies and procedures; assists in the preparation of the budget.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the IV level, must have a sound knowledge of the dynamics of human behavior and a thorough grasp of casework theory, methods and principles and the ability to impart such knowledge and to evaluate social workers' handling of cases. Knowledge of supervisory principles and practices and sensitivity in their application, and ability to adapt them appropriately to the needs of individual staff workers and to teach these principles to beginning supervisors. A knowledge of acceptable standards of professional practice, and skill in analysis of the cause of failure or lag in some aspect of the work in order to evaluate total quality of performance of subordinates. Must have the ability to establish and maintain effective and cooperative working relationships with other staff members, representatives of other departments, community groups and the general public.

Use of Optional Descriptions: See instructions in Introductory Section.

SOCIAL WORKER VI

3.106

Duties Summary:

Within a framework of established facility policy, is responsible for planning, directing, controlling and coordinating a social work program where the work is so complex and intense as to require supervision over a group of units, each engaged in professional social work and headed by a Social Worker at the V level, or with considerable latitude, supervises a social work program or a group of programs of either limited scope or of relatively limited intensity; or in a staff capacity, participates in the development of research programs and reviews and evaluates the results of these programs until they are fully operational; prepares justification of projects and briefs top facility personnel on the purpose and progress of developmental projects; performs other related duties as assigned.

Distinguishing Characteristics:

Social Worker VI positions are typically of two general types:

1. A section supervisor in a very large and very complex facility who is responsible for and controls and coordinates a social work program through the direction and supervision of several social workers;
2. A supervisor of a social work program where the social work involved is in a specialized field and the work is either so complex or intensive as to require the assistance of subordinate social workers; or where the scope of the program is relatively large, but because of geographic and/or population reasons, the program is a fairly limited one.

All types have certain characteristics in common: Work is performed under general administrative direction, based upon current objectives; results are reviewed for compliance with directives and decisions, and are not usually questioned on a technical basis; decisions, estimates and recommendations are often made under conditions of urgency and pressure, based upon mature judgment, experience and recognized professional standing. These employees develop new concepts, guides and methodologies in the solution of unprecedented problems and develop experimental approaches and solutions. All are expected to develop and to actively participate in community approaches to problems and to serve in a liaison capacity with other public and private organizations in the same and/or related fields.

Examples of Duties:

Develops statewide program objectives; formulates policies and procedures to implement objectives; evaluates effectiveness and adequacy of program standards,

scope and content by review of narrative reports, statistics, reading of sample cases and field visits to facilities; develops the social work program, including policies, implementing structure, development and revision of forms, development of statistics and descriptive means of evaluation; performs research in one of the broad social work areas; designs and executes experimental and demonstration projects; serves as specialist in field of competency; may provide technical guidance in psychiatric social work to facility social workers; represents the field of social work in conferences with psychiatrist and psychologist, etc.; controls and coordinates program activities of several units through oral and written directions; periodically reviews the program; identifies training needs; develops and implements quality control systems in all areas of eligibility determination and the provision of social services; plans, directs, coordinates and evaluates a comprehensive staff development program for social workers within the corporation.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the V level, must have a comprehensive knowledge of the operation of the entire social work program of the state and its relation to other social work and health organizations; thorough knowledge of department policies; marked ability to apply such policies; a marked ability to supervise social workers and specialists in carrying out the overall program of the department; marked ability to analyze, evaluate and draw sound conclusions from available data; ability to write clear and concise instructions and reports; knowledge and ability to apply sound supervisory principles and techniques.

Use of Optional Designations: See instructions in Introductory Section.

This is an amendment to the class specifications for the classes SOCIAL WORKER I, II, III, IV, V and VI, effective February 1, 2003.

This is an amendment to the class specifications for the classes SOCIAL WORKER I, II, III, IV, V approved on December 30, 1965 and SOCIAL WORKER VI approved on January 18, 1966 due to incorporation of managerial level in EMCP in accordance with Act 254, SLH 1980.

This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

DATE APPROVED: February 1, 2003

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