

PART I	HAWAII HEALTH SYSTEMS CORPORATION	
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	<u>SOCIAL WORK SERIES</u>	
	SR-18; SR-20; SR-22; SR-24; SR-26; SR-28	
	BU:13; BU:23	

**Series Definition:**

Social Workers seek to improve the overall quality of life of people within the context of their environment through the remediation and prevention of their problems, and by improving accessibility, accountability and coordination of service delivery among a variety of professionals and/or agencies tasked with providing appropriate services to patients. Social Workers establish working relationships of mutual respect and trust with the patients and families served, and utilize a variety of helping interventions to enable these patients to function as effectively as possible.

Social Workers are found in a variety of settings and work with diverse types of people. They may be found in hospitals and other health service agencies, and programs concerned with substance abuse, aging, and family violence. They interact with patients as well as their family members, friends, and employers; court personnel; physicians; and other professional staff engaged in the helping professions. Services provided to patients may be fairly simple and brief, such as identifying and making referrals to service providers within a specific geographic area who provide assistance in meeting readily identifiable needs. Services may also be more complex such as in dealing with patients who are resistive to accepting services, or have psychological and physical problems such as multiple disorders or drug addiction which can create further problems in their understanding of situations and accepting and following treatment plans, and can cause them to become belligerent or violent towards themselves and others. Such patients may have problems for which no clear treatment modalities exist, or treatment services may be fragmented and must be developed or coordinated with the aid of a variety of other service providers.

Although work settings and patient types may differ, all Social Workers use similar professional concepts, principles and techniques regardless of the program in which they work. They share a common comprehension and the effective use of core work functions. This includes understanding the nature of human behavior such as individual motivations and group dynamics; understanding and assessing patient strengths, problems, and needs; the development of service plans, which includes components such as intake, assessment, provision of ongoing services, and continued evaluation; the direct provision and/or coordination/referral of treatment services; monitoring and evaluating progress and providing ongoing support; and making changes to service

plans as necessary. (Note: In some situations, because of the size of the organization, not all Social Workers will always perform all of the core work functions. The organization may choose, for example, to segregate initial intake functions from ongoing case management work. However, no matter how the work is organized, Social Workers must still have a comprehensive knowledge of the overall human services delivery program and core work skills in order to effectively perform their work.)

Social Workers may provide all direct treatment services to patients, may provide specialized services in conjunction with other professionals, and/or may coordinate services and make referrals. They may also serve as team leaders, and may supervise lower level Social Workers and/or Healthcare Services Specialist, or other members of interdisciplinary teams engaged in human services work, and may also perform professional human services program support work in areas such as program development and evaluation, policy formulation, consultation to others on human services work concerns, and staff training and development in human services work methods and techniques.

### **Level Distinctions:**

Classes in this series are distinguished from each other by differences in:

1. The character and complexity of work in terms of the nature, variety and difficulty of work assignments; the scope and level of responsibility; and the impact of the work on others or on program operations;
2. The breadth of professional knowledge, judgment and abilities required to establish and provide appropriate services to patients, establish policies and to plan, develop, implement and evaluate programs, operations, plans and services;
3. The nature and degree of supervision exercised over subordinate positions; and the scope of supervisory actions performed which is conditioned by the difficulty of work; variety of functions, and complexity and size of the organization supervised; and
4. The nature and extent of supervisory and/or programmatic controls which limit the scope of work, and the nature and finality of recommendations and/or decisions. (Note: Supervisory control follows a standard pattern of close supervision at the lower levels which gradually becomes more relaxed as the worker progresses on the job, until at the journey-level, the worker functions largely independently. However, given the nature of the work, which may involve life or death situations, the supervisor or other managers may work together with the worker to provide direction in making casework decisions in extremely critical or unusual situations which may be life-altering or precedent-setting. This type of intervention should not affect the classification of a position given the other level-determining factors in the assigned work.)

**Distinguishing Characteristics:**

**SOCIAL WORKER II**

3.102

This is the entry level in the series. Positions in this class receive training in the principles, practices and techniques of professional human services work and the goals and objectives of the employing agency, and are assigned increasing complex cases while continuing to advance toward becoming independent social workers. Routine casework which follows well-established procedures is performed under more relaxed supervision. Additional, more complex cases, which are assigned to develop the employee toward greater independence, are more closely reviewed.

**SOCIAL WORKER III**

3.103

This class reflects positions which are distinguished by the complexity of assigned cases and level of authority assumed by the social worker. The following illustrates the types of positions found in this class:

Type A: These positions function as fully independent social workers who provide the full range of core human services work such as assessment of needs; development and implementation of service plans, which may include direct services such as advising/counseling and/or referral/coordinative services; and monitoring, evaluating, and making appropriate adjustments to service plans. Patients served represent the full range of cases coming within an agency's purview, and include those with conditions such as a variety of psychosocial, physical/medical, and environmental problems. For most cases, patients' needs are fairly well defined and appropriate services are identifiable and generally available. Relationships with the patients are generally more supportive rather than crisis-oriented in nature, and the Social Worker uses skill and judgment in assisting patients to face and accept their problems and realistically consider options to deal with their situations. Work is performed under general supervision, in accordance with established program policies and procedures. The incumbent is expected to seek guidance from the supervisor if unusual case complexities arise.

*Examples of positions performing this type of work are those providing ongoing support to developmentally disabled patients who have been declared eligible for services; or positions which serve as part of a multidisciplinary team and provide a social services assessment and care coordinator component to assure access to services for children with special health needs; or positions which oversee child care providers, facilities and homes to ensure conformance to regulatory and child safety standards, and to assure that eligible families receive child care subsidies and other supportive services to facilitate employment.*

Type B: These positions do not function at the fully independent social worker level. All or a major portion of their assigned cases consist of patients for whom it is difficult to determine or obtain appropriate services; who may be hostile or resistant to

services; or who present significant complexities due to factors such as multiple and/or severe psychosocial, physical/mental, and environmental problems. Positions utilize established policies and procedures and casework skills and judgment to address more routine aspects of casework, but due to the frequently volatile nature of the assigned cases, work will continue to be monitored by more experienced co-workers or the supervisor. Worker growth and skill development is expected to continue, and the worker is expected to function with increasing independence. Supervisory guidance will be sought for those cases which present unusual complexities.

*Examples of positions performing this kind of work are those which investigate cases of alleged child abuse or neglect in child protective services units, but do so under the guidance of more experienced worker or the unit supervisor.*

#### SOCIAL WORKER IV

3.104

This class reflects positions which are distinguished by the complexity of assigned cases and level of authority assumed by the social worker. The following illustrates the types of positions found in this class:

Type A: The fully trained, experienced social worker who independently performs the full range of professional human services work for a caseload consisting predominantly of highly complex cases. These are cases where patients frequently exhibit extreme hostility (which may include violent behavior to others or themselves) or resistance to services, possibly because they have been repeatedly referred to or compelled to accept agency services; have multiple and/or severe psychosocial, mental/physical, and environmental problems; or have become the focus of notoriety and/or intense public scrutiny; and there is difficulty in determining or obtaining appropriate services, and in having patients accept services and comply with treatment plans. Types of cases assigned may be similar to those assigned to the Social Worker III, Type B. However, at this level, the Social Worker IV, Type A, has a wider range of experience and more developed casework skills, and is expected to exercise considerable authority, judgment, and decision-making responsibility to perform work largely independently. Positions may also provide guidance to lower level social workers and/or others providing professional human services. Initiative is left to the social worker to consult with the supervisor should substantive problems develop which could be significantly life-altering or present other unusual or controversial factors, or be precedent-setting.

*Examples of positions which perform this type of work are those in a health organization which independently provide the full range of core human casework services in a community setting to patients who meet eligibility criteria for severe and persistent mental illness. Positions which independently provide casework services to emotionally challenged youth who present multiple and complex physical/medical, psychosocial, and environmental problems; their families; and collateral contacts are also in this class.*

The work of those positions include assessing patients' needs, strengths, and resources; making independent analyses of likely courses of action; and assisting patients to meet goals through methods such as counseling, teaching, role modeling, and linkages to community resources. Frequently voluminous and complicated reporting requirements such as justification for actions, periodic evaluations, and reimbursement requests required by Federal and State agencies add to work demands.

Type B: The fully trained and experienced Social Worker who serves as a program specialist under the direction of a higher level specialist or other professional, and is assigned a program which is fairly narrow in scope and/or generally part of a larger program area. Work may encompass various tasks such as interpreting, clarifying and developing guidelines within the overall scope of the larger program; drafting policies and implementation plans; developing training guides and providing training; and monitoring and reporting on implementation.

*An example of a position which performs this type of work is one which assists in program development work for the employment/work training for non-exempt food stamp recipients. The work includes developing and interpreting program rules and policies, developing and establishing a comprehensive service delivery model, preparing and monitoring service provider contracts, and preparing a variety of reports.*

Type C: The fully trained, experienced Social Worker who spends a significant portion of work time in direct performance of work typical of the Social Worker or Healthcare Services Specialist III and concurrently supervises a small group of less experienced Social Workers and/or others providing professional human services, without having significant program management responsibility.

Type D: The fully trained and experienced Social Worker who provides continuing professional human services work for the full range of cases coming within the department's program, as the sole Social Worker at the facility, 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. Initiative is left to the social worker to consult with the supervisor should substantive problems develop which could be significantly life-altering or present other unusual or controversial factors, or be precedent-setting.

### SOCIAL WORKER V

3.105

Positions in this class serve as supervisors over groups of lower level social workers and other professional staff providing human services work, or are engaged in program development and evaluation functions. The work requires a significant amount of knowledge of human services skills; programs goals and organizational objectives; and

pertinent policies, procedures, laws, rules, and regulations. Work is performed under general supervision. The following illustrates the types of positions found in this class:

Type A: Positions which serve as unit supervisors with full technical and administrative responsibility over a group of subordinate Social Workers and possibly other professional staff who are engaged in providing direct casework or related services, and non-professional support staff. Positions are responsible for planning, organizing and directing the activities of the unit in order to meet program and organizational objectives. Positions assign, review and evaluate the work of subordinate staff; provide technical guidance and staff training and development; counsel and discipline/recommend discipline for staff; and perform other related duties as necessary.

Type B: Positions which serve as program specialists or staff consultants assigned to new or existing programs, or major segments or large programs, who work under the supervision of a higher level specialist or professional position. Positions are responsible for assignments such as independently monitoring and ensuring the continued relevancy of program goals, policies, and training in light of changes in policies, laws, and organizational objectives; developing, evaluating, and/or modifying various program components in response to policy changes, changes in organizational objectives, etc.; anticipating the need for staff training and developing training materials and programs; and implementing staff training. The work requires a thorough knowledge of human services skills, program objectives, service delivery methods, etc., as well as State/Federal statutory and regulatory requirements to insure compatibility of contemplated agency actions. Positions may also provide direction to lower-level program specialists, or serve as team leaders when necessary.

### SOCIAL WORKER VI

3.106

Positions in this class work within a framework of established departmental policies to plan, direct, and coordinate human services programs where the work is so complex and intense as to require supervision through subordinate supervisors, or may also work in a staff capacity concerned with supervising the development and implementation of new policies and procedures.

Work at this level is performed under general administrative direction, based on current objectives. Work is reviewed for compliance with directives and decisions, and is not usually questioned on a technical basis. Decisions and recommendations are often made under conditions of urgency, and call for the utilization of skilled judgment and recognized professional experience and expertise. Work may also call for the development of new concepts, guides, and methodologies in solving unprecedented problems. Positions are expected to develop and actively participate in community approaches to problems and to serve as liaison to other pertinent public and private organizations. The following illustrates the types of positions found in this class:

**Type A:** A supervisor of a work organization which is so large and complex that it requires control and coordination through subordinate unit supervisors.

**Type B:** A program or staff specialist responsible for developing, recommending, evaluating, reviewing, and revising policies, procedures, methods, and techniques in one or more broad areas of human services. Such responsibility involves supervising a staff of subordinate program specialists predominately at the Social Worker V and/or Healthcare Services Specialist V levels.

**SOCIAL WORKER VII**

3.107

A position in this class serves as the manager of a regional level staff office providing human service consultation and administration support services to program administrators and supervisors. Work includes planning, directing, coordinating, reviewing, and evaluating work of subordinate staff (composed primarily of Social Workers V and VI or other professional staff at the same levels) engaged in developing, revising, and evaluating policies, procedures, and standards required for the execution of human service programs.

**Knowledge and Abilities Required:** The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the table below. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.

*“P” indicates prerequisite knowledge and abilities, which must be brought to the job.  
“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

	Social Worker Class					
	II	III	IV	V	VI	VII
<b>KNOWLEDGE OF:</b>						
1. General research methods and techniques.	P	P	P	P	P	P
2. Methods and techniques for evaluating and analyzing facts.	P	P	P	P	P	P
3. Report and letter writing.	P	P	P	P	P	P
4. Interviewing methods and techniques.	P	P	P	P	P	P
5. Counseling methods and techniques.	P	P	P	P	P	P
6. Various social, psychological, economic and emotional factors, such as culture, gender, age, disabilities, values, etc., that can influence the behavior and attitude of individuals.	P	P	P	P	P	P
7. Principles and practices of behavioral sciences.	P	P	P	P	P	P
8. Casework methods and techniques used to evaluate and provide treatment for people who need services.	P	P	P	P	P	P

9.	Pertinent laws, rules, regulations, policies and procedures which affect patients and the services provided to them.	A	A	P	P	P	P
10.	Mission, goals, and objectives of the organization.	A	A	P	P	P	P
11.	Role of the program and the organization, and its relationship with other human service organizations.	A	A	P	P	P	P
12.	Community resources available to patient groups.	A	A	P	P	P	P
13.	Principles and practices of supervision.				A	P	P
<b>ABILITY TO:</b>							
1.	Read, understand and interpret complex written materials, such as laws and regulations.	P	P	P	P	P	P
2.	Collect, analyze, evaluate and interpret information.	P	P	P	P	P	P
3.	Prepare written reports, correspondence, and other official documents.	P	P	P	P	P	P
4.	Communicate effectively with others, orally and in writing.	P	P	P	P	P	P
5.	Understand and demonstrate skill in the application of principles, methods and techniques of human services.	P	P	P	P	P	P
6.	Understand, interpret and apply laws, rules and regulations pertaining to human service programs of the employing agency.	A	A	P	P	P	P
7.	Elicit pertinent facts and information from individuals and relate such information to a helpful course of action.	P	P	P	P	P	P
8.	Exercise tact, diplomacy and discretion in working with patients. Establish and maintain effective working relationships with diverse populations.	P	P	P	P	P	P
9.	Maintain an objective and emotionally stable attitude in working with criminal offenders and others in possibly distressing situations.	P	P	P	P	P	P
10.	Supervise the work of others.				P	P	P
11.	Develop new/revised program policies and procedures.				P	P	P
12.	Develop short- and long-range plans in accordance with program goals and objectives, and identify available and additional resources required.					P	P

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 This is an amended to the class specifications for the classes SOCIAL WORKER I, II, III, IV, V, VI, and VII and to delete SOCIAL WORKER I level effective September 1, 2022.  
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 This is an amendment to the class specifications for the classes SOCIAL WORKER I, II, III, IV, V and VI, effective February 1, 2003.  
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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.

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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: August 23, 2022

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VP & Chief Human Resources Officer