

CLASS TITLE: **Social Worker II**

CHARACTERISTICS OF THE CLASS: Under supervision, the class performs at the fully functional level, providing professional counseling and case management services to clients and their families in crisis or in need of social and other support services at a community center or other city facility; and performs related duties as required.

ESSENTIAL DUTIES: Conducts comprehensive assessments to evaluate the nature and degree of clients' personal, social and family problems and develops service plans to assist clients; provides short-term psychosocial counseling to assist clients in dealing effectively with their problems; provides case management, developing and implementing service plans and working with clients to address identified problems and to assist them in obtaining needed economic, social and other support services; provides counseling and in-depth intervention services to clients in need of crisis counseling or emergency intervention; coordinates services with, and makes referrals to other social service providers to ensure clients obtain needed support services and assistance; assists clients in obtaining basic benefits such as housing, income assistance or job training, prepares detailed case reports and maintains records on services provided to clients; meets with supervisor and participates in group staff meeting to review the status of cases; participates in staff training; develops and maintains a resource network of social service agencies to more effectively advocate for clients; drives a vehicle to field sites to meet with clients and makes home visits to clients as part of case management functions.

RELATED DUTIES: Orients and provides guidance to lower level staff and interns on social work practices; may assign social work activities to team members; participates in the development of standards for client care.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Social Work (M.S.W.), supplemented by one year of professional social work experience.

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

CLASS TITLE: **Social Worker II** (Cont'd)

Knowledge, Abilities, Skill. Knowledge of the principles, practices and theories of social work. Good knowledge of issues and trends in the area of social services. Good knowledge of resources and services provided by community social service agencies. Good knowledge of needs assessment and counseling techniques. Knowledge of departmental policies and procedures relating to case management.

Ability to manage a caseload and provide case management. Ability to conduct comprehensive needs assessments. Ability to work closely and effectively with clients and their families. Ability to access multi-level facilities.

Skill in the application of social work practices. Good skill in counseling clients and their families. Good interpersonal skills. Good oral and written communication skills.

Working Conditions. General office or health clinic environment.

Equipment. Standard office equipment including personal computers.

Note: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular position within the class.