

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 002807
Grade 23
FLSA: E**

SOCIAL WORKER II*

DEFINITION OF CLASS:

This is professional social work at the full performance level. A Social Worker II works with people experiencing endangerment, abuse, neglect, homelessness and/or emotional-behavioral-mental health problems including those resulting from physical abuse or psychic trauma. A Social Worker II is generally assigned a range of work involving a combination of standard, recurring and nonstandard, complex elements that require proficiency in a full range of social work skills. A Social Worker II elicits critical client-specific information about health-aging-disability, family dynamics, employment-income-housing, physical-psychic trauma, mental illness or substance abuse, makes an evaluation, recommends a treatment plan or programmatic response, and/or provides effective referrals or direct therapy-counselling. Business contacts are with clients, their family members, social work, mental health and human service professionals, support staff, law enforcement and court personnel, for-profit and not-for-profit service providers, and other parties within and outside of County Government to provide, coordinate or report on professional advice and service and perform related functions. A Social Worker II provides direct professional assistance or care to clients. There are intensive interactions with clients concerning their wants, needs, concerns and problems; professional counseling is provided.

A Social Worker II provides social work counselling and provides, or facilitates, other social work services requiring knowledge of, and skill in applying, the full range of concepts, theories, principles, methods, techniques and generally-accepted practices of professional social work. A Social Worker II may serve on an interdisciplinary team of caseworkers, and may coordinate social service support, to mitigate problems and facilitate better functioning of clients. In a clinic or local health program, a Social Worker II plans and provides social work treatment-services including individual, family and group intervention, short- or long-range social work counseling or other support services to assist clients and to help them attain better social, economic, emotional or physical adjustment. Most work flows to a Social Worker II consistent with established unit/team workflow. The Social Worker II independently plans and performs the successive steps required to accomplish the work in accordance with guidelines. Typically, unusual and non-standard matters lacking clear precedent are referred to the supervisor or a senior worker for guidance; the Social Worker II provides a recommendation. Regularly scheduled progress reviews are the norm; the work is expected to be professionally effective. Work is subject to review for quality, quantity, timeliness, teamwork, customer service and other factors. Guidelines include, but are not limited to, the concepts, theories, principles, methods, techniques and generally-accepted practices of professional social work and counselling; professional ethics and standards-of-practice of the profession; specific systems, rules, procedures, practices and programmatic elements, services and other specifics of the unit and program(s) of assignment including protocols and procedures of State departments-agencies; contextual matters directly related to the services provided and the clientele served; and confidentiality-privacy requirements. A Social Worker II selects and applies professional methods-techniques, uses professional references and adheres to professional ethics, standards-of-practice and programmatic requirements to elicit critical client-specific information, make an evaluation, recommend a treatment plan/programmatic response and/or directly provide an effective counselling

response. Complexity of the work is characterized by a workload of conventional assignments involving standard and non-standard matters that require solution by application of varying methods and techniques that are aptly applied. A Social Worker II handles a wide array of client problems that often manifest within context of physical disabilities, physical maladies, diminished intellectual capacity, extreme indebtedness, poverty, unemployment, child care problems, language barriers, diverse cultural norms/taboo, legal problems and a host of other factors; co-occurrence itself is a complicating factor because a Social Worker II must interview-assess-recommend-decide-act within context to be effective. The array of variables that may attend the client's need for physical-psychic safety (from endangerment, neglect or abuse), housing or family stability (including homelessness, foster care or adoption) or recovery include 'acting out', emotional distress or mental illness; these variables provide requisite context for, and complicate, identification of core problems/needs, development of treatment plans, determination of placements, delivery of counselling and performance of such other services as referral to community providers. The work involves treating a variety of standard and non-standard professional social work problems and situations, including crises, in accordance with established criteria. The impact of the work is individual- and often family-specific, and it results in prevention, stabilization, recovery or enhanced functioning or well-being, or full self-sufficiency, of clientele. Work is primarily sedentary. The work of the class is mainly performed in human-social service centers, health clinics, schools and other indoor places; there are incidental or occasional hospital-home-nursing home visits by Social Workers II in some positions and regularly recurring hospital-home-nursing home visits by Social Workers II in a few positions. Work involves occasional exposure to some risk of aggressive or unpredictable behavior by clients. Work may involve evening-weekend-holiday duty or rotating shifts.

EXAMPLES OF DUTIES:

- Obtains pertinent data from clients, family members and other sources to assess socioeconomic, emotional, health and other problems, and recommends or determines eligibility for programmatic assistance consistent with guidelines. Informs applicants and clients of parameters of, or eligibility for, various programs suited to their situations.
- Identifies and recommends appropriate resources to control, reduce or alleviate problems and develops, with the client (or guardian), a plan of action for services and follow-up.
- Provides therapeutic counseling to clients and family members to aid them in achieving better social and emotional functioning. Helps them develop or enhance their coping and problem solving skills.
- Provides crisis intervention.
- Provides or coordinates preventive, protective and supportive services to individuals or groups threatened by conditions or circumstances detrimental to their well-being or that of the community. May prepare court pleadings. May testify in court. May serve as guardian.
- Advocates for clients regarding eligibility, services, etc.
- Prepares/maintains case records, uses automated recordkeeping systems and prepares reports to supervisors and, as pertinent to assignments, including reports for the courts.
- Attends case consultation staff meetings; makes recommendations regarding treatment plans.
- Participates in cross-functional, cross-unit service integration meetings and conferences concerning needs of, and treatment plans, for individuals.
- Participates in staff discussions of unit/team, departmental and programmatic policies and procedures. May compile policy interpretations and procedural updates for information of, and use by, staff.
- Coordinates with various governmental and non-governmental social/human services, mental health, health, education and other organizations to meet the needs of clients. Makes referrals and provides

appropriate linkage for clients to community services; works closely with representatives of other agencies (private and public) involved in cases to ensure coordination of services and continuity of care among various treatment/provider agencies.

- As assigned, prepares and provides training.
- May represent the program/service area or unit/team on boards or task forces, or serve as a special liaison with other agencies.
- Uses a computer and modern office suite software (such as MS Office), enterprise software and specialized software for planning, scheduling, recordkeeping, communicating (email), word processing, manipulating data, preparing presentations, reporting time and attendance, researching (the Internet), and performing other functions.
- As assigned, operates a motor vehicle to get to/from meetings/events, client sites, etc.
- Performs related duties, as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of, and full performance level skill in using, the concepts, theories, principles, methods, techniques and generally-accepted practices of professional social work and counselling to assess, refer, counsel, manage cases of and provide related professional services to persons experiencing problems of endangerment/abuse/neglect, aging/disability, family conflict, homelessness or other socioeconomic matters as well as emotional, behavioral and related types of problems/disorders. This body of information includes professional ethics and standards-of-practice, fundamentals of human growth and development, socioeconomic/cultural factors and interpersonal dynamics, and skill in using professional resources such as the Diagnostic and Statistical Manual (DSM) of Mental Health Disorders. The specific professional knowledge-skill set required varies by professional area-of-practice, unit/program of assignment and other factors.
- Knowledge of co-occurring medical/psychiatric issues and the effects of the pharmacological resources used in treatment thereof altogether at a level sufficient to make holistic social welfare and therapeutic psychosocial assessments/interventions/referrals/etc.
- Knowledge of (or ability to rapidly acquire and apply knowledge of) regulations, policies, procedures and systems governing funding/delivery of the services provided and related recordkeeping, including privacy-confidentiality, to ensure adherence to Federal, State, County, departmental, programmatic, fiscal and other guidelines. This body of information includes knowledge of the organization and operations of juvenile justice, criminal justice, child welfare/protective services and other matters related to the services provided and clientele served in sufficient detail to operate within the context of the program/unit of assignment.
- Knowledge of (or ability to rapidly acquire knowledge of) State, County and community resources, such as medical, mental health, legal and social services, to make referrals-placements and help ensure completeness of responses to needs.
- Knowledge of, and skill in using, client intake, case management and reporting systems to document and use personal, diagnostic, therapeutic, counselling, case management, administrative, financial and other types of information; this includes skill in ensuring adequacy and accuracy of data/transactions and, as assigned, generating reports.
- Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems, identifying relevant information, and making balanced recommendations and decisions.
- Skill in written communication to understand written information, draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will

understand.

- Skill in oral communication to understand verbal information, draw inferences, form hypotheses and develop logical arguments, and to express such information verbally so that others will understand, agree or comply, and, at times, be convinced or persuaded. This includes the ability to listen ‘actively’ and encourage effective oral communication by others, such as clients, concerning endangerment-abuse-neglect, stability or social, behavioral and emotional problems.
- Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective professional working relationships and working as a member of an interdisciplinary team, and skill in human relations to develop and maintain effective, empathetic Social Worker-client relationships.
- Skill in using a computer, modern office suite software (such as MS Office), enterprise systems/software, specialty systems/software for client referral, case tracking/reporting, etc.

MINIMUM QUALIFICATIONS:

Education: Possession of a Master’s Degree in Social Work (MSW) from an accredited college or university that meets the criteria of a graduate social work program accredited by the Council on Social Work Education.

Experience: At least one year of social work experience under the supervision of a LCSW or LCSW-C in accordance with Maryland Board requirements.

Equivalency: See Maryland Board requirements.

LICENSE:

- Must be licensed as a Licensed Master Social Worker – LMSW, or higher, by the Maryland State Board of Social Work Examiners prior to appointment. **Note:** There will be no substitutions for this requirement.
- Possession and maintenance at all times of a valid Class C (or equivalent) driver’s license from the applicant’s state of residence when required for job-related duties.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL PROTOCOL: Limited Core Exam with a pre-placement Drug/Alcohol Screen.

Date Adopted: March 9, 1963

Date Revised: June 21, 1965

Corrected: February, 1984

Date Revised: July 1, 1965

Date Adopted by Montgomery County: December, 1988

Date Revised: June, 1995 (M)

August, 2013

October, 2017 (M)

(Experience & License) January 2020