

INSTITUTIONAL SOCIAL WORK COORDINATOR I

Work in this class involves the coordination/ supervision of social work services for units or divisions in a state psychiatric hospital or mental retardation center, as well as spending considerable time in direct services to clients and their families. Work coordinated or supervised is predominantly at the Social Worker II level and may be supervised jointly with unit directors. Employees assign cases to subordinates, coordinate workflow and quality, perform case reviews, and provide case consultation. Employees are responsible for training staff, resolving problems, and assuring that quality services are being provided. Employees may provide input on administrative, personnel, and budget issues. Employees report to a higher level supervisor or administrator.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees independently perform direct client services which include assessments, development of an appropriate treatment/habilitation plan, supportive/directive counseling to clients and families, family/community liaison, case management and discharge planning. Employees may serve as a member of an inter-disciplinary team and may refer clients and families to a variety of services. Employees also coordinate social work services provided by subordinate staff and provide supervisory functions to assure that quality services are being provided to clients and their families.

Intricacy - Clients present the employee with a broad range of service needs and problems. Employees must make accurate assessments/evaluations and use analysis and judgment to develop appropriate treatment/habilitation plans. Employees must be able to use coordinative/supervisory skills with subordinate staff as well as provide direct services to clients. Employees normally handle personnel matters in conjunction with higher level supervisors.

Subject Matter Complexity - Work requires understanding of social work assessments/techniques and treatment approaches primarily of crisis, supportive, counseling and behavioral nature. Work requires knowledge of a variety of medical terminology, disease processes and diagnoses, knowledge of community agencies in order to coordinate a variety of liaison services with social service needs of clients.

Guidelines - Employees utilize institution guidelines, a variety of federal and/or state standards and social work protocols, methods.

II. RESPONSIBILITY:

Nature of Instructions - Employees are aware of program goals and objectives and assure that they are performed in an appropriate manner. Employees usually receive new program requirements/regulations/policies from a social work program director and. unit director.

Nature of Review - Work is normally reviewed through quality control, technical and administrative review by a social work program director and unit director and/or a specific standards reviewing regulatory agency.

Scope of Decisions - Decisions regarding assessments and services impact on clients and their families; employees provide direction and coordinative instruction to subordinate staff.

Consequence of Decisions - Service/treatment decisions affect the clients, families and the facility operations. Impact on the social, psychological, emotional and physical health of clients can be considerable.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts may vary, but generally include the clients, families, other professional service providers, and community agencies. Contacts may also include volunteers, foster parents, court officials, schools, nursing homes, student interns and residents, and subordinate staff.

Nature and Purpose - Employees work with clients, families, treatment/ habilitation teams in the assessment, development, and implementation of treatment plans. Employees work with other professional staff to coordinate appropriate services, provide orientation, training and consultation to subordinate staff.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in a variety of service settings within different institutions/facilities where odors, noise and other adverse conditions exist due to functioning level of clients.

Hazards - Employees may experience emotional stress due to the nature of the setting and interactions with clients and families.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of social work principles, techniques, and practices and their application to individual casework, group work, and community problems. Considerable knowledge of the psychosocial, socioeconomic and behavioral problems and their treatment. Considerable knowledge of governmental and private organizations and community resources. Considerable knowledge of laws, regulations, and policies which govern the program. Knowledge of methods and principles of casework supervision and training. General knowledge of medical terminology, disease processes and their treatment is required in certain programs or settings. Skill in establishing rapport with a client and applying techniques of assessing psychosocial, behavioral, and psychological aspects of client's problem. Ability to establish and maintain effective working relationships with administrative superiors, members of case load and their families, and with civic, medical, social, and religious organizations. Ability to train or coordinate work of staff, students, or interns. Ability to express ideas clearly and concisely and to plan and execute work.

Minimum Training and Experience Requirements - Master's degree from an accredited school of social work and one year of social work or counseling experience; or a bachelor's degree from an accredited school of social work and two years of social work or counseling experience; or graduation from a four-year college or university with a degree in a human services field or related curriculum including at least 15 semester hours in courses related to social work or counseling and three years of social work or counseling experience; or a master's degree in counseling or related human services field and two years of social work or counseling experience; or graduation from a four-year college or university and four years of experience in rehabilitation counseling, pastoral counseling, or a related human services field providing experience in the techniques of casework, group work, or community organization; or an equivalent combination of training and experience.