

I. DESCRIPTION OF WORK

Positions in this banded class perform a variety of professional social work and case management services using a wide range of social work skills and intervention techniques. Work may involve investigation of alleged neglect or abuse; provision of in-depth assessment of family dynamics and needs; and assessment, intervention and treatment of individuals and/or families with acute to severe medical and/or emotional disorders and mental illnesses.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level typically conduct interviews with clients and their families as well as others to obtain social history information. They perform initial assessments, and develop a formal plan for services. They may establish eligibility for specific programs or services, identifying the most appropriate services. They may provide basic casework services as a member of an interdisciplinary team. They provide information to clients and their families, answer factual questions and give explanations and interpretations of organizational policies and procedures. They typically work under close supervision.</p>	<p>Positions at this level provide the full range of professional social work functions to more complex cases, under general supervision. They independently perform assessments and use considerable judgment in the performance of their functions. They may engage in therapy and counseling with clients, serve as primary case manager/counselor working with the treatment team.</p>	<p>Positions at this level provide the full range of professional social work functions to the most complex cases, under minimal supervision. They may collaborate in the design, implementation and publication of findings of clinical research projects. They may act as lead to other Social Work Practitioners, training and mentoring those staff. They may represent the client or agency as expert witness in abuse, neglect, custody or mental competency hearings. They develop treatment plans with minimal review. They may provide consultation to other social work practitioners and community professionals regarding assessment and treatment issues, family dynamics, treatment techniques and community issues.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Knowledge of the population to be served and the needs of that population. Knowledge of adaptive, developmental and social behaviors. Knowledge of social work principles, techniques and practices. Knowledge of appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of governmental and private organizations and community resources. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.
Therapeutic Counseling	Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors. Ability to develop behavioral programs. Ability to demonstrate desired behaviors and supervise the practice of those behaviors. Ability to provide counseling on an individual and group basis to achieve individual service plan goals; and resolve issues.
Communication and Teamwork	Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families.
Interpersonal Skills	Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork. Ability to build and maintain ongoing, collaborative, working relationships to achieve psychosocial goals. Ability to address ethical relationships.
Planning/Organizing Work	Ability to develop programs of treatment with specific goals and objectives. Ability to implement, monitor and modify programs.
Advocacy Skills	Ability to develop and present the client's interests in all matters.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Knowledge of the population to be served and the needs of that population. Knowledge of adaptive, developmental and social behaviors. Knowledge of social work principles, techniques and practices. Knowledge of appropriate counseling techniques. Ability to evaluate and make assessments of the population. Knowledge of governmental and private organizations and community resources. Knowledge of appropriate program rules and regulations, and appropriate code of ethics.

Contributing	Journey	Advanced
Basic knowledge of social work principles, techniques and practices. Basic knowledge of assessment principles and techniques, and appropriate counseling techniques. Basic knowledge of the populations served and its needs. Skill in observing, recording and evaluating behaviors among the population served. Basic knowledge of governmental and private organizations and community resources.	Working knowledge of social work principles, techniques and practices. Working knowledge of assessment principles and techniques, and appropriate counseling techniques. Working knowledge of the populations served and its needs. Working knowledge of governmental and private organizations and community resources.	Full knowledge of social work principles, techniques and practices. Full knowledge of assessment principles and techniques, and appropriate counseling techniques. Full knowledge of the populations served and its needs. Full knowledge of governmental and private organizations and community resources.

Basic knowledge - The span of knowledge minimally necessary to complete defined assignments.

Working knowledge - The span of knowledge necessary to independently complete defined assignments to produce an effort or activity directed toward the production or accomplishment of the research objective.

Full knowledge - The broad scope of knowledge demonstrated on the job that is beyond journey competencies.

Therapeutic Counseling

Ability to assess client needs, intervene appropriately and terminate services appropriately. Ability to use therapeutic counseling techniques to teach appropriate behaviors. Ability to develop behavioral programs. Ability to demonstrate desired behaviors and supervise the practice of those behaviors. Ability to provide counseling on an individual and group basis to achieve individual service plan goals; and resolve issues.

Contributing	Journey	Advanced
Basic understanding of learning theory and ability to adapt and implement theory to specific client needs. Ability to model target behaviors.	Working understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services.	Full understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services. Ability to modify counseling techniques as required by the nature of the crisis faced.

Communication and Teamwork

Ability to listen, understand and convey information in oral and written form to the population served, their families and others. Ability to work collaboratively as a member of a team to provide services for clients and families.

Contributing	Journey	Advanced
Ability to effectively convey information to clients and others, under close supervision. Ability to write correct, complete, concise and coherent notes, reports and log entries, with feedback writing sample – case note and log. Ability to participate in the treatment team process.	Ability to effectively convey information to clients and others, under general supervision. Ability to integrate the findings of the treatment team into a final treatment plan. Ability to coordinate the treatment team process.	Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed. Ability to lead the treatment team process.

Interpersonal Skills

Ability to develop and maintain effective relationships with clients and others to encourage and support communication and teamwork. Ability to build and maintain ongoing, collaborative, working relationships to achieve psychosocial goals. Ability to address ethical relationships.

Contributing	Journey	Advanced
Ability to relate positively and calmly to clients. Ability to communicate specific behavioral concepts and techniques. Ability to relate in a consultative role with clients and their families.	Ability to relate positively to community groups and other professionals.	Ability to relate positively in a crisis situation and in dealing with more complex cases. Ability to work with a variety of professionals representing various disciplines related to the client's specific needs.

Planning/Organizing Work

Ability to develop programs of treatment with specific goals and objectives. Ability to implement, monitor and modify programs.

Contributing	Journey	Advanced
Ability to participate in the development of treatment plans.	Ability to develop and implement treatment plans as a fully functioning member of the treatment team. Ability to train families and other staff in specifics of the plans.	Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation.

Advocacy Skills

Ability to develop and present the client's interests in all matters.

Contributing	Journey	Advanced
<p>Ability to assess adaptive, developmental and social behavioral levels of clients referred for their current functioning level. Knowledge of available services and ability to refer clients and families to those services.</p>	<p>Ability to assess a wide variety of current and projected needs of clients. Ability to follow-up on services being provided to the clients to assure needs are being met. Ability to provide and implement some of the services needed, using counseling and behavioral modification approaches.</p>	<p>Ability to identify client needs in more complex cases and to obtain appropriate services required to meet those needs. Ability to establish both short- and long-range goals for both clients and their families. Ability to serve as a liaison between clients and providers of services. Ability to develop, negotiate, modify and review contracts with providers</p>

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree in a Human Services discipline with coursework related to the area of assignment. Some positions may require certification to practice as a certified or licensed Clinical Social Worker as required by the North Carolina Social Work Certification Board. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.