

SOCIAL WORKER II – Adult Services Worker

I. PRIMARY PURPOSE OF POSITION: To provide services to adults.

II. DUTIES AND RESPONSIBILITIES:

- A. 1. The staff member in this position provides services in the areas of adult protective services, in-home services, adult placement services, guardianship, transportation, and Special Assistance/In-Home. This worker also has shared responsibility for intake and call duty on a rotating basis.
1. The client caseload for this position consists primarily of elderly and/or disabled adults. These clients range in age from 18 and up, and have a wide range of problems and needs such as behavioral and developmental disabilities, weakened support systems, isolation and loneliness, inadequate medical care and monetary resources, lack of knowledge of available resources, and mental and physical illness.
3. Referrals are received from mental health agencies, public and private medical providers, law enforcement, the general public or are self-referrals.

B. 1. MAJOR ACTIVITIES:

*Special Assistance/In-Home– 35% - Service planning and coordinating for those SA clients who are appropriate and eligible to participate in this pilot program. Responsible for maintaining records and documentation that complies with program guidelines.

*In-Home Services – 25% - Worker is responsible for assessing clients' needs for in-home services, coordinating services according to needs, authorizing provision of in-home services and assessing clients on a quarterly basis to assure that adequate and appropriate services are provided. Must work with other agencies to coordinate services and avoid duplication of services. Worker must also communicate with involved agencies and departments about the budget. This caseload will be split with other adult services social worker.

*Adult Placement Services – 1% - Worker is responsible for locating and coordinating placements in long term care facilities and for providing on-going support to the adults and their families.

*Rep Payee – 10%

*Guardianship – 3% - Worker initiates or assists others with legal proceedings for guardianship cases. Responsibility for routine management of cases for clients for whom social services is guardian will be with the other adult services social worker.

*Individual and Family Adjustment – 10% - Offer assistance to individual and families to support attempts to restructure and solidify their environment. Also, may act as representative payee for client's Social Security checks under this program.

Intake and After-Hours Call Duty – 11% - Worker shares responsibility with other services staff for intake and call duty.

General Administration – 4% - Attend meetings, training, complete day sheets and other reports. Perform duties as assigned by the County Manager or his designees during a State of Emergency or other disasters. Perform other duties as requested by the agency director.

Health Support – 2% - Assist families and individuals to recognize medical needs and limitations from these; coordinating care for treatment of medical needs.

2. a. Adult Protective Services: The APS social worker is responsible, along with the other adult services social worker, for responding to reports of alleged abuse, neglect, or exploitation. The worker evaluates the allegations to determine if the adult is disabled, if there is evidence of abuse, neglect or exploitation, and if the adult is in need of protective services. An assessment tool that addresses the six functional domains is used to guide the worker through this evaluation. The worker determines whether or not the case will be substantiated, and then develops and implements a client service plan according to the client's needs. The worker is responsible for monitoring the effectiveness of the client service plan and goals, and updating as needed. Worker is responsible for maintaining client's records and completing required paper

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work. Worker prepares petitions and reports if court intervention is necessary.

- b. In Home Services: The adult services worker is responsible for assessing clients who request in-home services, and for providing appropriate referrals. Worker uses the client assessment tool to evaluate strengths, weaknesses and needs of the client in the six functional domains. Based on need and budget constraints, the worker authorizes clients for the service, then develops a client service plan, an in home aide service plan, and cost sharing schedule for each client. Worker is responsible for assessing these plans and the clients on a quarterly basis. Worker is also responsible for communicating with the service provider and acting as liaison between clients, the service provider and the Albemarle Commission. Worker is responsible for providing monthly reports to the Albemarle Commission on the number of hours of service provided for the previous month and income policies and procedures, and work within the budget.
- c. Adult Placement Services: These are duties necessary to assist elderly and/or disabled adults and their families in finding substitute homes or residential health care facilities suitable to their needs when they are unable to remain in their current living situation. The worker guides and supports the adult and family through the placement process by assisting with necessary financial applications and medical evaluations; helping to locate and secure appropriate placement; supporting the adult and his family in the transition from one location to another; and providing counseling and other services to help the adult adjust to the new setting and to maintain the placement. The adult services worker is responsible for assuring that first mental health screens and FL-2 have received proper authorization, are completed correctly and are routed to appropriate agency or facility. The worker must coordinate with income maintenance staff regarding the eligibility of clients receiving placement services, and must assist the adult and family in following procedures to establish eligibility for income maintenance programs as needed to facilitate placement.
- d. Guardianship: Guardianship involves legal proceedings in which an adult is declared incompetent by the court, and another party is given responsibility for duties pertaining to the adult's personal affairs and/or property. The worker provides assistance upon request in determining if pursuing guardianship is appropriate and, if not, exploring other options that may be more appropriate. If guardianship is to be pursued, the worker will write a guardianship plan in consultation with family members, if possible, and other community agencies, prior to initiation of a petition for adjudication of incompetence and appointment of a guardian. This plan should include the person's mental and physical condition, recommended type of guardianship, scope of the guardian's authority, and the most appropriate person to serve as guardian. The worker should provide assistance to the party filing the petition for preparation of the petition, determining who should be available to testify, to assure that all requirements are fulfilled, and to offer guidance and support. Worker prepares cases in consultation with the county attorney to present to the Clerk of Court for a ruling.

Worker is responsible for routine management of guardianship cases of persons for whom DSS is guardian, such as making quarterly visits to wards, attending care plan meetings, communicating with the DSS director concerning wards, preparing status reports for the Clerk of Superior Court, maintaining records on wards. The worker must stay abreast of medical issues, placement issues, and business issues, such as working to assure that wards remain eligible for Medicaid and that they have burial policies in place.

Refer to Family Services Manual, Volume V, Adult and Family Services, Chapter VIII, Guardianship.

- e. SA/In-Home: Worker carries a large caseload of SA/In-Home cases. Duties include accepting referrals for the program; communicating & coordinating with Income Maintenance regarding client income eligibility for program, maximum payment amount & actual payment amount; assessing clients to determine if they meet program criteria for need & safety; communicating monthly expenditure for each client to the state; conducting quarterly reviews & annual reassessments; and maintaining log of SA/In-Home slot utilization.
- f. Individual and Family Adjustment: Worker determines eligibility for clients and then is mandated to provide assistance to clients to enable them to recognize, understand, and cope with problems in many different areas; to assist client with identifying and utilizing community resources and support systems; and to assist clients with improving their functioning. Worker provides counseling, arranges for appropriate services as needed, and tends to some responsibilities when DSS is designated as payee for a client. Worker is responsible for maintaining records for these clients.
- g. Intake and Call Duty: This position shares responsibility on a rotating basis with the other social workers for intake and call duty. For intake, the worker accepts APS and CPS reports, responds to inquiries regarding other services and programs or requests for emergency assistance (rent, food, medicine, fuel) coming in via phone or office visit, and accepts and processes applications for AFDC-Emergency Assistance (conducting interviews, completing necessary

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paperwork to determine applicant's eligibility, and authorizing payments to alleviate emergencies). The worker also is required to be on call on a rotating basis to respond to calls to DSS during off hours.

- i. Additional Responsibilities: Completing day sheets and monthly service agenda; attending training; maintaining manuals and keeping up to date on changed manual material; and infrequent CPS investigation if there is a tremendous influx of reports. Position will also perform duties as assigned by the County Manager or his designees during a state of emergency or other disaster. Will perform other duties as requested by agency director.
3. Work is performed independently with the opportunity to staff cases with the supervisor and/or other social workers. Legal advice is usually obtained through the county attorney, and other worker consults with physicians, mental health professionals, hospital/facility social workers, Sheriff's department, and other community agencies according to client's needs.
 4. This position carries a caseload of between 40 and 50 cases. Depending on the service being provided, cases can remain open from 3 months to more than a year.
 5. The worker in this position doesn't have direct responsibility for client's money, but may assist client with developing and implementing a budget.
 6. This position is responsible for representing the agency in court as necessary for adult protective services cases, child protective cases, guardianship cases or any other case the position has contact with.
 7. Instruction for performing the work is provided by the social work supervisor II, consultants of the various programs and through training/seminars related to the job functions. The programs operate under the general statutes of North Carolina and the Division of Social Services guidelines, which are found in the services manuals.
 8. Work is reviewed on an ongoing basis by the social work supervisor II and regional services representatives. Examples of problems or issues discussed with the supervisor are: protective services cases, creative means of meeting clients' needs, manual and legal issues, client requests for money, training opportunities.
- III. A. The worker is assigned to an office located in the Social Services/Senior Center building which provides more than adequate opportunity for private client/worker interaction, has built in security measures, and has ample space for conferences, visitations and meetings. The worker frequently must make home visits in isolated areas, in dilapidated and filthy housing, and may possibly face hostile individuals. The worker can request to be accompanied by another social worker or law enforcement if the worker feels they may be going into a hazardous situation.

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- B. Machines, instruments, tools, equipment and materials used are as follows:
personal computer; copy machine; calculator; pagers/beepers; video equipment; automobile; camera; fax machine; cellular phone
- C. Precision, exactness and accuracy is required when preparing reports, filling out forms, documenting information pertinent to cases, investigating or evaluating protective services cases, when evaluating the need to petition for adjudication of incompetence, evaluating for other services or to make referrals.
- D. Little physical effort is required. At times, boxes (of food, clothes, etc.) need to be lifted or carried, clients' belongings need to be moved, or clients may need minimal physical assistance. Physical stamina is required when caseload is heavy.
- E. Close visual attention is required when writing and reviewing narratives, completing forms and reports, monitoring domiciliary homes (i.e. checking residents' medication charts or inspecting physical plant). Visual attention is required for varying lengths of time.
- F. Intense mental concentration is required when interviewing and assessing clients, when evaluation protective services cases, when deciding the disposition of a case, and when preparing for court, such as for guardianship and protective services cases.
- G. Care must be taken in adhering to the rules of confidentiality in order to safeguard the privacy of clients of all programs. Also when the worker transports clients the utmost care must be used.
- H. Regular work hours for this position are from 8:30 a.m. to 5:00 p.m. with 30 minutes off for lunch. Rotation occurs with call duty.
- I. The duties for this position have been approximately the same for about two years.

IV. KNOWLEDGE, SKILLS, ABILITIES, EDUCATION AND EXPERIENCE REQUIREMENTS:

- A. Knowledge of social work principles and techniques and practices, and their application to specific work and community problems. Knowledge and understanding of skills needed to work with the adult population, including the elderly, those with mental illness, mental retardation and physical disabilities.

Knowledge of a wide range of community resources that can meet the needs of the varied populations that fall under adult services.

Ability to establish a rapport with clients, have good listening skills, and the ability to gather information from various sources to determine clients' needs and develop an effective service plan.

Must have creative problem-solving skills, be able to respond to emergency situations, and exercise good judgment that takes into consideration clients' needs, wants and safety.

Must have the ability to relate in a positive and appropriate way to adverse conditions, and to be able to diffuse potentially heated situations.

Must be empathetic to the problems and situations of elderly and disabled adults, and have a working knowledge of the aging process.

Must be able to comprehend and apply policy, law, and regulations.

Must have knowledge of basic counseling techniques.

- B. Bachelor's degree from an accredited school of social work; or four year degree in a human services field, or related curriculum including at least 15 semester hours in courses related to social work or counseling, and six months of social work or counseling experience; OR a four year degree and one year of experience in counseling in human services field which provides experience in techniques of counseling, casework, group work; OR an equivalent combination of training and experience.
- C. No license or certification is required other than a valid North Carolina drivers license.

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(*Denotes essential functions)