

Department for Children and Families Job Descriptions

SOCIAL WORKER TRAINEE

Job Code: 502600

Pay Plan: Classified

Pay Grade: 21

Occupational Category: Human Services

Effective Date: 11/22/2009

Class Definition:

Entry level professional casework duties involving the delivery of social, counseling and/or related services to Department for Children and Families (DCF) of the Agency of Human Services (AHS) clients. All employees of the AHS perform their respective functions adhering to four key practices: customer service, holistic service, strengths-based relationships and results orientation. Duties include both office and field work and are performed under the direction of professional staff. Supervision is direct and close during the early phases of employment, but moderates in accordance with trainee experience and progress in the role. Duties at this level are distinguished from those of higher level casework positions by assignment of more routine cases and/or greater availability of supervisory assistance. Promotion to a higher level professional casework position requires completion of any mandatory in-service training program at the Trainee level, satisfaction of qualification and any prescribed examination requirements for the higher level, and a current performance evaluation rating of at least satisfactory.

Examples of Work:

Participates in or conducts interviews with clients, family members, foster parents, potential adoptive parents, medical practitioners, school officials, law enforcement staff and/or others as appropriate for preparation of case record, formulation of an action/treatment plan, and related on-going casework. May determine client eligibility for a variety of program services. May modify case plan in accordance with client needs and progress. Makes arrangements for clients to receive a variety of medical, educational, shelter, day care, transportation, counseling, training and related services. May counsel clients whose needs can be met through elementary therapy sessions. Makes periodic home visits to determine client and family progress. May assist superior in preparation of court and/or departmental reports. May appear and provide testimony at court hearings. Performs a variety of other entry or moderately complex casework related duties as assigned and in accordance with program priorities. Performs related duties as required.

Environmental Factors:

Duties are performed in a variety of settings ranging from departmental offices to client homes to premises of service providers. Considerable field travel is involved for which private means of transportation must be available. Stress situations may occur, with greater frequency as more difficult cases are assigned. Weekend or evening assignments may also occur, again geared to a Trainee's acquired level of training and experience. Exposure to physical danger, although relatively rare, can occur.

Minimum Qualifications

Knowledge, Skills and Abilities:

Working knowledge of casework principles and practices.

Working knowledge of individual and group dynamics, with particular reference to client need situations.

Working knowledge of the types of services and facilities normally available to needy applicants and clients.

Working knowledge of interviewing principles and techniques.

Ability to acquire necessary casework information through a variety of interviewing techniques.

Ability to organize data into a coherent and meaningful record for casework planning.

Ability to read and interpret complex rules and regulations.

Ability to prepare and maintain adequate case records.

Ability to perform job duties within the framework of the four key practices of the AHS: customer service, holistic service, strengths-based relationships and results orientation.

Ability to establish and maintain effective working relationships.

Education and Experience: Education: Bachelor's degree.

Experience: None.

OR

Education: High school graduation or GED.

Experience: Four years in human services at or above a paraprofessional or technician level.

Note: College training may be substituted for the required experience on a semester for six months basis.

Special Requirements:

Candidates must pass any level of background investigation applicable to the position. In accordance with AHS Policy 4.02, Hiring Standards, Vermont and/or national criminal record checks, as well as DMV and adult and child abuse registry checks, as appropriate to the position under recruitment, will be conducted on candidates, with the exception of those who are current classified state employees seeking transfer, promotion or demotion into an AHS classified position or are persons exercising re-employment (RIF) rights.

SOCIAL WORKER

Job Code: 502500

Pay Plan: Classified

Pay Grade: 23

Occupational Category: Human Services

Effective Date: 11/22/2009

Class Definition:

Professional level social services casework for the Department for Children and Families (DCF) of the Agency of Human Services (AHS) involving the management and delivery of services to children and families. Incumbents may be assigned to participate in intake/investigation, child protective services, juvenile services, adoption services, and/or residential licensing. All employees of the AHS perform their respective functions adhering to four key practices: customer service, holistic service, strengths-based relationships and results orientation. Work is performed in a district office under the supervision of an administrative superior, but with significant opportunity for individual discretion and judgment.

Examples of Work:

Receives reports of abuse or neglect of children. Ensures that all relevant information is gathered from reporter. Investigates accepted reports through interviews with family members, school officials, police, medical practitioners and others as needed. Recommends substantiation or un-substantiation. Assesses situation of child and family to determination potential for improvement, stability, or continued deterioration. Develops case plan designed to protect the child, within the current family situation if possible. Coordinates with treatment teams for effective implementation of case plans and arranges for periodic case plan reviews. Assists youth to develop social skills, educational objectives, and vocational goals as appropriate. Helps families to address issues affecting wellbeing of children. Evaluates potential adoptive parents and facilitates adoption procedures. Promotes permanency for children through coordination and delivery of services. May initiate emergency procedures to remove children from current living arrangements and to provide shelter or treatment in appropriate settings. May review foster homes and other residential care situations to determine appropriateness of licensure and restrictions or to investigate complaints. Develops court reports and recommendations for transfer of custody. Testifies in court hearings relative to findings and recommendations. Provides case management, counseling and supportive casework services to birth, foster, and adoptive parents, children, guardians, and others. Maintains case records and monitors assigned cases. May monitor success of children in foster or adoptive placements. Refers clients and families to additional supportive services as necessary. Provides transportation for clients as needed. Performs related duties as required.

Environmental Factors:

Duties are performed in a variety of setting ranging from departmental offices to client homes to courtrooms. Considerable field travel is required, for which private means of transportation must be available. Crisis situations may arise at any hour and may require evening or weekend responses. Incumbents predictably encounter high levels of stress and emotional situations, strong differences of opinion, and potentially exposure to physical danger. Class incumbents may be required to be on available or standby status during night, weekend, and holiday hours.

Minimum Qualifications

Knowledge, Skills and Abilities:

Considerable knowledge of the principles and practices of social services casework.

Considerable knowledge of child welfare theory and practice.

Working knowledge of child development theory and of the cultural, economic, social and psychological factors that influence behavior.

Ability to develop and implement effective casework plans which are appropriate to the individual and the circumstances.

Ability to maintain casework information in a prescribed manner.

Ability to provide leadership and accountability within the framework of the four key practices of the AHS: customer service, holistic service, strengths-based relationships and results orientation.

Ability to establish and maintain effective relationships with co-workers, clients, and staff of cooperating agencies.

Education and Experience:

Education: Master's degree in social work.

Experience: None

OR

Education: Bachelor's degree

Experience: Eighteen months of human services casework, including at least six months with a child or youth services caseload.

Note: Satisfactory completion of a social work traineeship in DCF will be considered qualifying. The traineeship period is normally 18 months, but may be shortened to 12 months upon recommendation of the supervisor and approval of the Family Services Division Director.

Special Note: Casework services means direct responsibility for client intake, assessment, plan development, monitoring, service procurement, and case closure in a formal human services delivery system.

Special Note: A BSW acquired through a program sponsored by the Department for Children & Families will be considered qualifying.

Special Requirements:

Candidates must pass any level of background investigation applicable to the position. In accordance with AHS Policy 4.02, Hiring Standards, Vermont and/or national criminal record checks, as well as DMV and adult and child abuse registry checks, as appropriate to the position under recruitment, will be conducted on candidates, with the exception of those who are current classified state employees seeking transfer, promotion or demotion into an AHS classified position or are persons exercising re-employment (RIF) rights.

SENIOR SOCIAL WORKER

Job Code: 500000

Pay Plan: Classified

Pay Grade: 24

Occupational Category: Human Services

Effective Date: 11/22/2009

Class Definition:

Casework and supervisory work at a professional level for the Department for Children and Families (DCF) of the Agency of Human Services (AHS) involving the provision of social and protective services to clients and their families. Clients are children alleged to be in need of care and supervision based on abuse, neglect or unmanageability and juvenile delinquents. Duties are performed in an assigned district under the supervision of a District Director, but with significant opportunity for individual discretion, judgment, and interaction with professionals in the education, medical, and legal field. Supervision is exercised over Social Worker positions or other social services staff. All employees of the AHS perform their respective functions adhering to four key practices: customer service, holistic service, strengths-based relationships and results orientation. Duties are performed under the general supervision of a Family Services Supervisor or District Director.

Examples of Work:

Supervises, trains, and develops assigned social workers and other Family Services staff. Interprets policies, directives, and regulations through individual conferences and staff meetings. Reviews recommendations and approves or modifies case plans as necessary. Familiarizes subordinate staff with state and community resources. Observes and analyzes work activities and assigns caseloads. Confers with staff members of other departments and agencies on particular cases and/or social work problems and practices. Participates in staff meetings. Maintains cooperative working relationships with other supervisors in order to achieve a coordinated district program. Interprets programs to communities by talks; makes special studies and surveys as assigned. Will carry a caseload of child and/or juvenile cases. In the absence of the District Director and Family Services Supervisor, may assume responsibility for the administration of the district office. Performs related duties as required.

Environmental Factors:

Duties are performed largely in an office setting although some field travel will be necessary, for which private means of transportation must be available. Occasional court appearance relative to program client needs/status may be required. Although duties normally occur within a regular weekday schedule, some evening and weekend duty may be necessary to provide necessary service and/or emergency coverage.

Minimum Qualifications

Knowledge, Skills and Abilities:

Considerable knowledge of social casework principles and practices.

Considerable knowledge of social, economic, cultural and physical factors in terms of impact upon social service program and clients.

Considerable knowledge of social casework delivery systems.

Considerable knowledge of social casework records systems.

Working knowledge of other service disciplines which typically interact with social service programs and clients.

Awareness of supervisory principles and techniques.

Ability to prepare and maintain appropriate records and reports of unit activities.

Ability to establish and maintain effective working relationships.

Ability to provide leadership and accountability within the framework of the four key practices of the AHS: customer service, holistic service, strengths-based relationships and results orientation.

Ability to interpret program philosophies to a variety of publics.

Education and Experience: Education: Master's degree in Social Work

Experience: One year of casework services with a child protective or juvenile services caseload.

OR

Education: Bachelor's degree

Experience: Three years of casework services with a child protective or juvenile services caseload.

Note: Completion of a Social Worker Traineeship in the Department for Children and Families may be substituted for the Bachelor's degree.

Special Note: Casework services means client intake, assessment, plan development, and follow-through in a social services delivery system.

Special Requirements:

Candidates must pass any level of background investigation applicable to the position. In accordance with AHS Policy 4.02, Hiring Standards, Vermont and/or national criminal record checks, as well as DMV and adult and child abuse registry checks, as appropriate to the position under recruitment, will be conducted on candidates, with the exception of those who are current classified state employees seeking transfer, promotion or demotion into an AHS classified position or are persons exercising re-employment (RIF) rights.

SOCIAL SERVICES SUPERVISOR

Job Code: 503500

Pay Plan: Classified

Pay Grade: 25

Occupational Category: Human Services

Effective Date: 11/22/2009

Class Definition:

Administrative and supervisory work at a professional level for the Department for Children and Families/Family Services Division of the Agency of Human Services involving the provision of social and protective services to clients and their families in an assigned district. It is the role of the supervisor to implement, teach and support the Family Services' vision, mission and core practice principles and to promote partnerships with families and community to achieve safety, well-being, permanency and law abidance for children and families. Supervisor are expected to provide a mix of administrative, educational and supportive supervision creating and managing an environment for open communication, teaming and accountability at all levels both internally and externally. All employees of the Agency of Human Services perform their respective functions adhering to four key practices: customer service, holistic service, strengths-based relationships and results orientation. Supervision is exercised over professional and paraprofessional employees. Work is performed under the direction of a Family Services District Director.

Examples of Work:

Supervises, trains, and assists in the professional development of assigned social workers and paraprofessionals. Interprets policies, directives, and regulations through individual conferences and staff meetings. Reviews recommendations and approves or modifies plans as necessary. Familiarizes subordinate staff with State and community resources. Observes and analyzes work activities and reapportions caseloads and territories as necessary. Confers with staff members of other departments and agencies on particular cases and/or social work problems and practices. Participates in planning staff meetings. Maintains cooperative working relationships with other supervisors in order to achieve a coordinated district program. Interprets programs to communities by talks; makes special studies and surveys as assigned. In the absence of the District Director, assumes responsibility for the administration of programs within a designated district or service area. Performs related duties as required.

Environmental Factors:

Duties are performed largely in an office setting although some field travel may be necessary, for which private means of transportation must be available. Occasional court appearance relative to program client needs/status may be required. Although duties normally occur within a regular weekday schedule, some evening and weekend duty may be necessary to provide necessary service and/or emergency coverage.

Minimum Qualifications

Knowledge, Skills and Abilities:

Considerable knowledge of social casework principles and practices.

Considerable knowledge of social, economic, cultural and physical factors in terms of impact upon social service program and clients.

Considerable knowledge of social casework delivery systems.

Considerable knowledge of social casework records systems.

Working knowledge of other service disciplines which typically interact with social service programs and clients.

Awareness of supervisory principles and techniques.

Ability to prepare and maintain appropriate records and reports of unit activities.

Ability to provide leadership and accountability within the framework of the four key practices of the Agency of Human Services: customer service, holistic service, strengths-based relationships and results orientation.

Ability to establish and maintain effective working relationships.

Ability to interpret program philosophies to a variety of publics.

Education and Experience:

Master's degree or higher in social work AND one (1) year or more of casework experience with a child protective or juvenile services caseload.

OR

Bachelor's degree or higher AND three (3) years or more of casework experience with a child protective or juvenile services caseload.

OR

Bachelor's degree or higher AND two (2) years or more of casework experience with a child protective or juvenile services caseload AND one (1) year or more of supervisory experience.

OR

Completion of a Social Worker Traineeship in the Department for Children and Families AND three (3) years or more of casework experience with a child protective or juvenile services caseload.

Special Requirements:

Candidates must pass any level of background investigation applicable to the position. In accordance with AHS Policy 4.02, Hiring Standards, Vermont and/or national criminal record checks, as well as DMV and adult and child abuse registry checks, as appropriate to the position under recruitment, will be conducted on candidates, with the exception of those who are current classified state employees seeking transfer, promotion or demotion into an AHS classified position or are persons exercising re-employment (RIF) rights.

FAMILY SERVICES DISTRICT DIRECTOR I

Job Code: 502800

Pay Plan: Classified

Pay Grade: 27

Occupational Category: Management

Effective Date: 03/02/2008

Class Definition:

District Directs provide managerial and leadership work for the Family Services Division (FSD) of the Department for Children and Families (DCF) of the Agency of Human Services (AHS) involving the administration, delivery, and evaluation of services to children and their families in an assigned district. Duties involve extensive liaison with other human services programs from both the public and private sectors of the district. Program emphasis is upon services to children and juveniles and their families. Directors provide practice and cultural leadership to staff, manage a district budget and address personnel matters. All employees of the Agency of Human Services adhere to four key practices: customer service, holistic service, strengths-based relationships and results orientation. Supervision is exercised over professional, Para-professional and clerical employees. Work is performed under the general direction of a Family Services Policy and Operations Manager.

Examples of Work:

Manages the delivery and provision of all social and protective services to children and families within the district. Evaluates district service and operational needs and priorities, establishes intervention methods, and organizes district procedures, staff time and community resources to best meet the needs of the service population. Assures that all clients receive quality social work and that all Family Services policies and procedures are followed. Reviews certain case reports and court documents prior to release. Responsible for local implementation of the division practice model and the tools for engagement. Reviews case notes and case plans to assure that performance standards are being met and services are being provided in compliance with state and federal regulations. Ensures continuous quality improvement and outcome informed practices. Ensures a positive and productive work environment. Develops district budget based upon projected needs. Manages district operations within budget allocation, making appropriate adjustments as necessary. Manages district workload. Identifies program service needs and plans, proposes, and advocates for funds to meet them. Initiates and develops local programs in collaboration with other education and human services agencies. Negotiates, manages, monitors and evaluates district service contracts. Manages district foster care program. Provides direct or indirect supervision to all district office staff. Ensures that staff receive necessary training. Promotes a learning culture. Assumes primary responsibility for effective relationships with the courts and juvenile justice system. Meets with the Policy and Operations Manager and other Central Office staff to present suggestions and ideas relating to program policy and procedures and to participate in overall Division planning. May act as regional adoptions program manager. Represents the division in all activities, promotes community awareness of the mission Partners with other community members in the management of the local system of care. Presents mandated reporter training and other presentations. Conducts or reviews all performance evaluations in the district. Manages consumer concerns. Performs related duties as required.

Environmental Factors:

Duties are performed largely in a community and district office setting. Private means of transportation must be available. Court appearances relative to program client needs/status may be required. Partnering and collaborating with other community agencies including law enforcement, schools and local designated agencies occur regularly. Although duties normally occur within a normal work schedule, some weekend and evening activity may be necessary to provide necessary service and/or emergency coverage. Speaking engagements before a variety of groups may be expected.

Minimum Qualifications**Knowledge, Skills and Abilities:**

Thorough knowledge of social work principles and practices.

Considerable knowledge of principles and methods of public administration.

Considerable knowledge of supervisory principles and practices.

Considerable knowledge of social work principles and practices.

Considerable knowledge of youth justice and child welfare practice.

Knowledge of field service delivery systems within the broad range of human service programs.

Knowledge of the cause and effect relationship between socio-economic status and need for social services.

Ability to provide leadership on the implementation of the family services practice model.

Ability to correctly interpret and apply best practice and procedure of considerable complexity.

Ability to effectively facilitate meetings.

Ability to understand and interpret data.

Ability to motivate and inspire people.

Ability to provide leadership within the framework of the four key practices of the Agency of Human Services: customer service, holistic service, strengths-based relationships and results orientation.

Ability to correctly interpret and apply rules and regulations of considerable complexity.

Ability to conduct effective individual and group conferences.

Ability to establish, improve and maintain good working relationships among staff, courts, the juvenile justice system, clients and community.

Ability to analyze and prepare clear and concise written reports.

Ability to communicate effectively.

Education and Experience:

Master's degree in social work or related field AND three (3) years or more in a human services program; INCLUDING two (2) years or more of supervisory or administrative duties.

OR

Master's degree in social work or public administration AND two (2) years or more as a Social Worker with a child protective or juvenile services caseload INCLUDING two (2) years or more of supervisory or administrative duties.

OR

Bachelor's degree AND seven (7) years or more in a human services program INCLUDING two (2) years or more of supervisory or administrative duties.

OR

Bachelor's degree AND three (3) years or more as a social worker with a child protective or juvenile services caseload INCLUDING two (2) years or more of supervisory or administrative duties.

Special Requirements:

Candidates must pass any level of background investigation applicable to the position. AHS Policy 4.02, Hiring Standards, pursuant to 20 V.S.A. 2056c or other applicable statutory authority, requires criminal record checks for all AHS positions, including motor vehicle driving record checks and national record checks where appropriate.