

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## SOCIAL WORKER 4

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### DEFINITION

Under general administrative supervision; performs specialized administrative or consultative social service work as determined by the standards in a county, area regional office, institution, or central office; or works with only the very most difficult cases with the highest degree of complexity; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Assists the supervisor in formulating policies, procedures, objectives and guidelines for the concerned area of program responsibility.

Develops, plans, and provides intensive social work services in cases with the very highest degree of complexity and difficulty that other specialists are unable to solve.

Provides consultative services in the area of specialty in a defined geographic area of the state or the entire state; meets with interested groups and individuals to implement the goals, objectives and purposes of the program.

Meets with managers, supervisors, and consultants of other social and human services organizations to coordinate plans; offers advice and suggestions, may make commitments for the agency.

Analyzes facts, problems and data independently to determine what action, within limits or professional practice and methods should be taken.

Advises other social workers in order that they may reach decisions on complex problem cases.

Prepares or directs the preparation of necessary records and reports.

Assists a supervisor by performing, in accordance with set procedures, policies, and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, distributing and balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

Functions as a case management program specialist by reviewing case records of case managers and providing written and verbal feedback related to performance, compliance with applicable standards and policies.

### COMPETENCIES REQUIRED

Knowledge of casework methods, techniques, and their applications to work problems.

Knowledge of the principles of human growth and behavior, basic sociological and psychological treatment and therapy practices.

Knowledge of interviewing skills and techniques.

Knowledge of federal and state legislation relating to social services programs.

Knowledge of federal and state rules, policies, and procedures relating to the sector of responsibility.

Knowledge of the principles of administration.

Ability to work courteously and tactfully with other public and private agencies.

Ability to use interviewing skills and techniques effectively.

Ability to exercise good judgment in evaluating situations and making decisions.

Ability to interpret rules, regulations, policies, and procedures.

Ability to express ideas effectively, orally and in writing.

Ability to plan, coordinate and control the work of subordinates.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four year college or university and the equivalent of four years of full-time experience in a social work capacity in a public or private agency;

OR

a Bachelor's degree in social work from an accredited four year college or university and the equivalent of three years of full-time experience in a social work capacity in a public or private agency;

OR

a Master's degree in social work from an accredited college or university and the equivalent of one year of full-time experience in a social work capacity in a public or private agency;

OR

an equivalent combination of graduate education in the social or behavioral sciences from an accredited college or university and qualifying experience up to a maximum of thirty semester hours for one year of the required experience.

OR

employees with current continuous experience having earned their full-time equivalent social work experience with the Iowa Department of Human Services may qualify with one year less of the required experience.

#### **NOTE:**

At the time of interview, applicants referred to Glenwood and Woodward State Hospital-Schools will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Volume 39, No. 12, Thursday, January 17, 1974, Section 20-CFR-405.1101.

**NOTE:**

At the time of interview, applicants referred to the Clarinda Mental Health Institute will be assessed to determine if they meet federal government employment requirements as published in the Federal Register, Vol. 51, 22042, June 17, 1986, Section 42 - CFR Chapter IV - §482.66.f(10-1-87 Edition).

Effective Date: 12/93 SH