

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
SOCIAL WORK ASSOCIATE

DEFINITION

Assists professional social workers in the technical and paraprofessional aspects of a wide range of social work responsibilities that supports the provision and delivery of services to clients; 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

Conducts client/family interviews to obtain information for case summaries and histories, prepares assessments, social histories, service plans, case records, referral summaries and financial information as directed. Makes recommendations to professional social work staff for casework planning and programming.

Maintains face-to-face, phone and written contacts with clients, families and providers regarding client well being, treatment progress and casework plans.

Compiles case or project statistical data, completes case narrative information, and prepares case correspondence in accordance with established procedures, policies, and standards.

Assesses client work/employment and living situations; provides information and advice to clients on available programs and services.

Organizes, maintains and oversees files and records of a confidential, complex or otherwise sensitive nature.

Prepares correspondence, legal instruments and reports to respond to varied and detailed requests without instruction or review; researches reference sources and compiles or prepares responses.

Responds to complaints and requests for information and assistance regarding program operations; applies/interprets rules, policies and regulations, and gathers background information to prepare an appropriate response.

Refer clients to the professional social worker or supervisor as necessary or required.

Serves on interdisciplinary treatment teams to recommend client services.

Attends staff meetings, workshops and in-service training as required.

COMPETENCIES REQUIRED

Knowledge of basic social work skills such as interviewing, making assessments and referrals.

Knowledge of principles, methodologies and ethics involved in social work.

Knowledge of laws, regulations, policies and procedures governing social service programs.

Basic knowledge of principal purposes and functions of major social welfare programs.

General knowledge of significant problems in human behavior and community living.

General knowledge of community resources, outside agencies and the services they provide.

Knowledge of interviewing skills and techniques.

Knowledge of counseling methods and techniques.

Ability to understand and apply Federal, State, and local regulations relative to public assistance and welfare programs to individual cases.

Ability to establish and maintain effective working relationships with employees, residents, clients and community agencies.

Ability to apply departmental programs, policies and procedures to work performed.

Ability to communicate effectively with clients and the general public in giving and receiving information, verbally and in writing.

Ability to use interviewing skills and techniques effectively.

Ability to perform clerical tasks and maintain accurate clerical records.

Ability to operate common office machines such as copiers, typewriters, calculators.

Ability to prepare clear, concise written reports, summaries and records.

Ability to follow oral and written instructions.

Ability to gather information and summarize it in an effective manner.

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

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited area college with an Associate's of Arts or Science Degree in Social Work, Human Services, Case Management, Public Administration, Sociology, Psychology, or Nursing;

OR

an equivalent combination of experience and education substituting one year of the required full-time experience in social work, human services, case management, public administration, sociology, psychology, or nursing for each year (30 semester hours or one year) of the required education.

NOTE

Some positions in this class may require a valid driver's license.

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective Date: 03/12 BR