

TITLE: SOCIAL SERVICES PROVIDER II

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Department:	Social Services	Job Code:	5948
Division:	Various	Date Created:	April 1992
Bargaining Status:	LIUNA	Last Amended:	Oct 2018
Salary Range:	L- E		
FLSA Status:	Exempt		
Class:	Classified		

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GENERAL STATEMENT OF DUTIES:

Performs complex professional casework providing social services to an assigned caseload of individuals and families. Work may be specialized, such as group work with youth, protective services with elderly, “at risk” groups and institutional cases. Assesses client needs, treats clients or makes appropriate referrals and recommendations, establishing goals and outcome measurement indicators for treatment. May be responsible for the operation of programs and the disbursement of funds. May supervise professional and paraprofessional personnel as well as volunteers. Discretion and confidentiality are maintained and reinforced with subordinates in accordance with department’s policies and procedures. Work is performed with considerable independence, with instructions, consultation and supervision from the Social Services Provider III, Team Administrator or other licensed professional as designated by the Division Head.

ESSENTIAL FEATURES:

Performs intake services, conducts comprehensive interviews, evaluates client needs with regard to health, employment, finances, living facilities, legal rights, and family/social relations. Obtains psychosocial history of clients, evaluates needed resources and establishes treatment and action plans including goals and outcome measurement indicators for treatment. Confers with supervisor or other licensed professionals on all clinical disorder diagnoses and clinical treatment plans of action. Consults with others inside and outside the Department regarding identified clinical disorders and client progress in treatment. Refers assigned caseload to other department or community programs, services and personnel as client needs indicate. May operate support groups and provide group counseling and/or psychotherapy.

Communicates with clients, their families, and outside agencies in order to determine technical eligibility for benefits and programs. Assists clients with completing applications and other documents/forms for State, Federal, local and private benefit programs and entitlements. Assists clients in presenting information at State, Federal and other proceedings. Handles financial matters such as calculating the eligibility of applicants for various financial assistance programs and assisting clients with financial management and budgeting.

Performs a variety of highly skilled casework services to obtain employment, housing, financial assistance, and other services for an assigned caseload in accordance with local, state and federal laws and regulations. May supervise lower level professional, paraprofessional, clerical, or volunteer staff as assigned.

Maintains a designated caseload of complex cases and “at risk” clients, providing direct on-site and off-site social services and/or group work services. Deals with crisis and family intervention, evaluating such situations and formulating effective assessments and interventions for dealing with them, receiving instructions and consultation regarding agency policy and procedures from an administrative superior.

Monitors client status and serves as advocate as appropriate, acting as support representative for clients in criminal, civil, housing, State, Federal and other proceedings. Provides intake interviews. Provides counseling services, individually and in groups, to an assigned caseload. Assumes leadership role in case conferences, sharing and receiving information, direction and guidance.

Consults with community groups to determine appropriate referrals and develop community resources. Prepares and maintains case histories, forms and reports and compiles statistics, on paper and on computer. Provides services to clients in department offices or via telephone as needed and/or conducts visits to community agencies, client homes, and convalescent homes. May serve on related community boards and committees as assigned.

Responsible for developing, organizing and coordinating multifaceted outreach and service programs; manages and monitors assigned program(s) and reviews results with supervisor. Responsible for marketing efforts to promote specific programs; planning activities and speakers and facilitating discussions and educational sessions as appropriate. Provides public education/information as authorized to community regarding programs.

May train and supervise lower level professionals, paraprofessionals, and volunteers. Organizes support meetings, social functions, and group activities. May be responsible for the operation of programs and the disbursement of funds.

Provides emergency and after hours service coverage. Provides crisis intervention and/or conflict mediation as authorized and in accordance with departmental policies and procedures. Performs regular or occasional evening work to meet client and program needs.

Performs related work as assigned.

#### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of principles, techniques, and methods of professional casework including therapeutic counseling and social service delivery.

Considerable knowledge of economic, emotional, medical, psychological, cultural, and social factors influencing attitudes and behavior of individuals and families, especially regarding the program and population to which assigned.

Working knowledge of Federal and State benefit and entitlement programs and local community resources available to individuals and families.

Considerable skill in interpersonal relationships; ability to deal tactfully, courteously and harmoniously with people. Ability to exercise discretion, restraint, and good judgment, with staff and clients. Ability to motivate clients and encourage appropriate autonomy and action.

Considerable skill in oral and written English communication, and the ability to speak clearly and effectively in group presentations and as a professional advocate. Ability to prepare clear and concise professional reports, case records, and correspondence in English.

Skilled in the use of a personal computer with standard and industry-specific software programs and general office equipment.

Considerable ability to interpret and apply social service policies in the evaluation of clients and in the application of therapeutic counseling and/or psychotherapy treatment.

Considerable ability to maintain the confidentiality of client information according to departmental policy and applicable state and federal laws.

Considerable ability to make assessments of client problems and needs, to formulate appropriate, effective, measurable service plans, and to implement these service plans in a timely manner.

Ability to establish and maintain effective working relationships with clients, their families, staff, other agencies, and the general public.

Ability to manage time effectively and efficiently, to work in complex or crisis situations, and to deal effectively with difficult individuals.

Ability to plan, organize, and supervise the work of others to accomplish established goals.

Ability to establish and maintain complete and accurate case records.

Ability to conduct home or agency visits as required.

Ability to carry a pager and to remain on call as required.

#### MINIMUM QUALIFICATIONS:

Master's degree from an accredited college or university in an applied behavioral science discipline, plus three years of related work experience.

\*Additional graduate level educational experience beyond the Masters degree will be considered in lieu of one year of the required work experience.

#### SPECIAL NECESSARY QUALIFICATIONS:

Must possess a Connecticut state certification as a licensed clinical social worker within six months from appointment to the position, and must maintain this certification throughout duration of employment

Must possess and maintain a valid motor vehicle operator's license that enables the employee to drive in the State of Connecticut.

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of this position.*

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**Employee Signature:**

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**Date:**