



DELAWARE COUNTY BOARD OF COMMISSIONERS

AN EQUAL OPPORTUNITY EMPLOYER

Job Title:	Social Services Worker III	Department:	The Department of Job and Family Services (DJFS)
Position Type:	Full-time Bargaining Unit (AFSCME)	Address:	140 N. Sandusky St., 2 nd Floor Delaware, OH 43015
Typical Work Schedule:	8:00 a.m. to 4:30 p.m. Monday through Friday Rotating on-call schedule	Pay Range:	County Compensation Plan
Contact Information:	740-833-2120	FLSA:	Non-exempt
How to apply:	http://www.co.delaware.oh.us/index.php/employment		

Objectives

Individual is responsible for providing case management services to families or investigates allegations of abuse/neglect/dependency of children. The individual works closely with community partners and families to provide services to families in the Delaware County community. Individual reports to the Social Services Supervisor.

Job Standards

- Bachelor's degree in behavioral science, social science, education, or a human services related field
- Must have 102 hours of CORE training within the first year of employment and continuing education of 36 hours per year thereafter.
- Adult Protective Services (APS) core training a plus.
- Adoption/Foster Assessor certification a plus.
- Licensed Social Worker (LWS) a plus.
- Must possess a valid Ohio Driver's License and proof of insurance that complies with the County policy combined with an acceptable driving record.
- Must meet and maintain qualifications for driving on county business as a continued condition of employment.
- All required licenses and certificates must be maintained as a condition of continued employment.

Job Description

ESSENTIAL JOB FUNCTIONS:

- Investigates reports of abuse/neglect/dependency and exploitation of children and adults aged 60 and over to determine the validity of the reports and to assure the safety of the involved individuals in accordance with agency policy and procedures and Ohio Administrative Code;
- Removes individuals from their homes when the investigation reveals that the individuals are in immediate danger of physical injury, emotional harm, or neglect;
- Hold as confidential, all aspects of the job;
- Consults with the Prosecutor's Office regarding criminal and/or juvenile court filings;
- Files with the Probate Court when deemed necessary to protect adults aged 60 and over in immediate risk of harm;
- Prepares investigations and ongoing summaries for the Prosecutor and case records;
- Testifies in Juvenile and/or Common Pleas Courts regarding evidence gathered during the course of the investigation and/or case planning;
- Is on 24-hour emergency call for one week periods as scheduled;
- Provides crisis intervention and other case management services to individuals;
- Creates and maintains case records that contain necessary investigation documentation, related activities, and State required documentation;
- Works with other public and private agencies in obtaining and providing necessary information concerning referrals;
- Conducts community training on issues pertaining to child abuse and neglect;
- Creates correspondence, completing forms and developing reports associated with the public assistance operations;
- Handles client complaints and public inquiries regarding programs;
- Mentors students, college interns and new employees;
- Demonstrates regular and predictable attendance;
- Attends various training sessions, video conferences, and workshops.
- Performs typing, word processing, and related computer operations;
- Works overtime and outside of typical work schedule/business hours as required; and



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NON-ESSENTIAL JOB FUNCTIONS:

- Performs related non-essential functions as required.
- Other duties as assigned.

I. JOB REQUIREMENTS:

Equipment: Ability to use a variety of equipment such as computer, copier, telephone, iPad, video-tape monitor, camera, audio recorder, and other equipment necessary to perform duties. Ability to properly install and safely secure infants and children in car seats. Individual uses appropriate personal protective equipment when necessary. Ability to operate a motor vehicle is required.

Critical Skills/Expertise:

- Thorough knowledge of and the ability to apply rules, regulations and guidelines associated with abuse, neglect and dependency of children. Includes, but is not limited to Ohio Revised Code, Ohio Administrative Code, Family, Children and Adult Services Manual;
- Ability to effectively analyze situations and practice sound and effective social work strategies;
- Ability to utilize varied interviewing skills necessary to eliciting information from parents, children, and other parties who may have knowledge relevant to the case or investigation;
- Ability to effectively and appropriately manage stressful situations;
- Ability to effectively plan independently and in collaboration with other staff units and outside agencies;
- Ability to work independently, under pressure, as part of a team and to set and achieve goals;
- Demonstrated integrity, reliability and the ability to maintain confidentiality;
- Ability to work effectively with clients and customers from widely varied levels of education and competence and individuals who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors;
- Ability to apply critical thinking skills, define and solve problems, collect data, establish facts, draw valid conclusions using judgment, and analytical skills in ambiguous situations that carry major implications for the citizens of Delaware County;
- Ability to effectively organize and maintain large volumes of paperwork and case files;
- Ability to effectively mediate conflict;
- Communicate professionally and effectively with internal and external customers, both orally and in writing;
- Organize and prioritize work assignments, multi task with accurate focus and refocus in a fast paced environment;
- Efficiently operate computer programs such as, but not limited to, Microsoft Word, Excel, Outlook, and agency specific programs;
- Deliver excellent customer service, externally and internally;
- Proficiency in grammar, writing, mathematical skills, spelling, and punctuation;
- Thorough knowledge, adherence and aptitude to follow safety policies, procedures and practices; and
- Thorough knowledge, adherence and aptitude to follow federal, state, county, and department policies and procedures, laws and regulations.

II. DIFFICULTY OF WORK:

Work consists of varied, complex tasks requiring the application of numerous laws, rules, regulations, procedures, and policies. Work requires extensive exercise of independent judgment and sound discretion. Individual is required to deal with clients that may be hostile which makes the job more difficult.

III. RESPONSIBILITY:

Supervisor meets regularly with the individual to discuss the specifics of cases. Supervisor reviews work upon completion. Supervisor is available to answer questions and provide assistance as needed. Individual makes decisions based upon applicable policies and procedures. Individual may not make a decision independently concerning the removal of a child, but the decision may be based on the individual's assessment. Errors in work could occur if an assessment of an adult over 60 years old or a child's safety is not accurately completed resulting in the death or injury of the individual. Such errors may not be detected by



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review of work.

IV. PERSONAL WORK RELATIONSHIPS:

Contact is with co-workers, employees in the department, employees in other public and private sector organizations, institutional residents or inmates, and the public. The purpose of these contacts is to gather case history information, make decisions, provide additional services to clients, assist in investigations/family services and provide them a service to meet their needs, and promote public relations.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Physical Requirements: The physical requirements of the position are identified as sedentary, light work, requiring the lift of up to fifty (50) pounds occasionally.

Physical Activity: The physical activity required is climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, manual dexterity, grasping, feeling, talking, hearing, and repetitive motions.

Visual Activity: The minimum visual activity requires a seeing job close to the eyes.

Job Location: The minimum working conditions require the Individual to work both inside and outside, be exposed to hazards (weather conditions) and be exposed to atmospheric conditions in which one or more of the following conditions affect the respiratory system or the skin: fumes, odors, dusts, mists, gases or poor ventilation. Individual is also exposed to unclean environments which can include: lice, roaches, rodents, communicable diseases and dogs.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents. I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

Employee:		Date:	
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PCN#: 1160413511
 Job Code: 13502
 Wage: PAT 5
 FLSA Status: Non-exempt
 Civil Service Class: Classified
 Revised: 11/06/2018

Approved by County Administrator: 3/2016

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