Social Worker Assistant/Social Service Aide - Phone Room

Below you will find the details for the position including any supplementary documentation and questions you should review before applying for this position, please click the Apply for this Job link/button.

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Position Details

Job Information

Appointing Authority: Summit County Children Services
Bargaining Unit: CWA, Local #4546, AFL-CIO
Department/Division: Children Services
Full Time/Part Time: Full Time
Regular/Temporary: Regular
Work Schedule: Tuesday – Saturday; 11 am to 7 pm

Job Description

The Social Worker Assistant/Social Service Aide (Case Aide) is responsible for the continuous assessment of abuse forms of maltreatment of children in the agency’s care and custody and intervening for their safety when warranted ensuring the social, physical, psychological and emotional well-being of their clients. Case Aides work with law system, childcare providers, community services, families and relatives to ensure the permanency, safety and well-being of the children with whom they work.

The Case Aide is committed to practicing cultural competence by working respectfully and effectively with people of all cultures, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances. The Case Aide respects and preserves the dignity of all. The Case Aide commits to adhere to SCCS’ mission, vision and values.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associates Degree in Social Work, Counseling (non-school related), Psychology, Sociology, Criminal Justice, Child or Human Development and Family Studies required; At least one (1) case management experience in public children or family services agency required. Bachelor’s Degree preferred.

Social Work Knowledge Base

Must have knowledge and demonstrated skill in the following areas: Child Development Theory, Crisis Intervention, Domestic Violence Issues and Substance Abuse Issues. Must have working knowledge of the current version of the diagnostic manual, risk assessment and child abuse/neglect indicators.

Computer Skills

To perform this job successfully, an individual must have demonstrated knowledge in all Microsoft Office products limited to Word, Excel, PowerPoint and Access, as well as Publisher; demonstrated knowledge of audiovisual equipment in the training environment.

Prior experience working with the Statewide Automated Child Welfare Information System (SACWIS) and/or Tra Management System preferred.

Licensing/Certification

Social Worker Assistant (SWA) certification preferred.

Licenses/Certifications: Incumbent must possess a valid State of Ohio drivers’ license with no more than eight (8) points on his/her driving record and his/her own vehicle and no more than six (6) points to drive an agency vehicle. Incumbent must also adhere to agency policies that address these topics.

Other Qualifications

Supervisory Responsibilities

This position has no supervisory responsibilities.
Incumbent is required to travel to/from Agency meetings within the County and State as directed by his/her chief supervisor. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-provided vehicle is used pursuant to contract language and/or Agency policy/procedure. Personal vehicles must be in good working order to accommodate passengers as needed.

Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.

Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles.

**Essential Duties and Responsibilities**

**Core Competencies**

To perform this job successfully, an individual must demonstrate the following competencies:

1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delay or unexpected events.
2. Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarificati on, questions; Participates in meetings. Writes clearly and informatively; Varies writing style to meet needs; Able to read a room and respond appropriately.
3. Customer Service – Manages challenging or emotional client and employee situations; Responds promptly to all inquiries or problems; Treats all clients, customers and co-workers with respect; Listens to their needs and determines where to direct their concerns.
4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Accepts a common set of expectations; Follows policies and procedures.
5. Cultural Competency – Demonstrates knowledge of cultural diversity; Supports and promotes a harassment-free environment.
6. Ethics – Treats people with respect; Works with integrity and ethically; Upholds o ther’s values and ethical standards; Seeks feedback and uses it to improve performance; Defends others’ rights and freedoms; Maintains confidentiality.
7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates sugg estions; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention; Interpersonal Skills – Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps e mployees productively engaged and informed; Acts as a role model for others.
9. Planning/Productivity – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when needed; Completes work in a timely manner; Strives to meet or exceed goals; Seeks feedback and offers feedback.
10. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote excellence; Mo

**Job Duties**

**Job Duty Name**

**Description of Job Duty**

**Essential Duties and Responsibilities include the following:** Other related duties may be assigned.

- Assists the Child Welfare (CW) Caseworker with support activities; Assists with placement activities and accomplishes field as needed.
- Responds to all inquiries/complaints, whether written, in person (walk in), via telephone/email communication, faxes, etc., utilizing the screening guide and other established agency policies to inform screening decisions.
- Arranges, coordinates and/or supervises visitsation at the Family Interaction Center, Family Enrichment Center, in relative/caregiver homes; Teaches parents basic parenting skills, child development, rearing, discipline and age-appropriate interactions, as needed.
- Coordinates and works closely with other community service providers, i.e., doctors, therapists, schools and community agencies.
- Works with clients to obtain case-related information and/or completion of forms; Delivers agency communication to caregivers as needed/directed; Assists in the delivery of resources/goods to clients at the direction of the CW Caseworker.
- Acts as agency liaison to camp programs and communicates with staff and caregivers regarding camp options or coordination of camp application documentation including, but not limited to medical forms, financial aid informa tion and funding process for special camps (sports, band, church, etc.) as needed/requested.
- Accesses Statewide Automated Child Welfare Information System (SACWIS) and enters information, as needed/directed.
- Performs oral swabs and documents appropriately, as directed.
- Works collaboratively with the Legal Department to prepare testimony and other documentation required for court appearances, dispositions, hearings, trials, finalization hearings, or other required hearings; Represents the Agency's position.
- Supports other units/departments as needed; Available for Case Aide duties in all Social Service and/or Social Services departments as required/directed by chain of command.
- Assists in the orientation/shadowing of agency staff as required by the employee’s chain of command.
- Attends and participates in supervision meetings as established by the employee's chain of command and based worker/caseload; Attends and participates in all agency meetings including unit, department, division and all sta.
- Attends trainings as identified by the chain of command regarding child welfare as required.
- Adheres to all agency policies and procedures, including but not limited to Professional Ethics and Conflict of Interest National Associations of Social Workers (NASW) Code of Ethics, regardless of licensure.

**Essential Job Duties and Responsibilities**

**Remission Details**

**Requisition Details**
Requisition Number B-0602023-R

Working Title Social Worker Assistant/Social Service Aide - Phone Room

Posting Type External/Public Posting

Number of Vacancies 1

Advertised Salary $18.50 per hour

Open Date 03/30/2023

Close Date 09/29/2023

Open Until Filled No

Special Instructions

Summary

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Do you have an associate's degree in Social Work, Counseling (non-school related), Psychology, Sociology, Criminal Justice, Child and Family Development and Family Studies?
   - Yes
   - No

2. * Do you have a bachelor's degree?
   - Yes
   - No

3. * Do you have experience working in a Child Welfare or other similar agency?
   - Yes
   - No

4. * How many years experience do you have working in a child welfare or other similar agency?
   - 0-1
   - 2-3
   - 3 or more

5. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"

6. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relation "No"

7. * Have you ever had any involvement with Summit County Children Services or any other child welfare system in any capacity? Please answer questions below and provide explanation if applicable. As a child? As an adult? As a caregiver/provider? Other? If yes, please provide relevent information including the State/County where involved (please note that SCCS will conduct a comprehensive Child Welfare Background Check to verify this information)

8. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"

9. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".

10. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please provide explanations. If no, please enter "No"
   - Yes
   - No

11. * Were you referred to SCCS by a current employee? Y or N If so, what is the name and relationship of the employee? *Please note that you are not eligible for a referral bonus if identified at this time.

Documents Needed to Apply

Required Documents
1. Resume
2. Cover Letter

Optional Documents

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