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## Social Worker Assistant/Social Service Aide - Phone Room

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### Position Details

#### Job Information

<b>Appointing Authority</b>	Summit County Children Services
<b>Bargaining Unit</b>	CWA, Local #4546, AFL-CIO
<b>Department/Division</b>	Children Services
<b>Full Time/Part Time</b>	Full Time
<b>Regular/Temporary</b>	Regular
<b>Work Schedule</b>	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 all 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 enforcement, child care providers, community services, families and relatives to ensure the permanency, safety and well-being of children with whom they work.

The Case Aide is committed to practicing cultural competence by working respectfully and effectively with people of all races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and abilities. 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**

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

**Required Qualifications**

**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 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 and the training environment.

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

**Preferred Qualifications**

**Pre-Employment Testing Requirements**

Criminal Background Check, Pre-employment Drug and Alcohol Testing

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the major functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The work environment is of moderate intensity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the major functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**Physical Demands**

While performing the duties of this Job, the employee is regularly required to: sit; use hands to manipulate objects; reach; stand; walk; and talk or hear. The employee is frequently required to stand and walk.

The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, occasionally lift and/or move up to fifty (50) pounds and rarely lift and/or move up to one hundred (100) pounds.

Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception, and ability to focus.

Social Worker Assistant (SWA) certification preferred.

**Licensing/Certification**

Incumbent must possess a valid State of Ohio drivers’ license with no more than eight (8) points on his/her driving record. Incumbent must also possess a valid Ohio Administrative Code (OAC) at all times.

Incumbent must also adhere to agency policies that address these topics.

**Additional Information**

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Other Qualifications**

Incumbent is required to travel to/from Agency meetings within the County and State as directed by his/her chi required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-o' pursuant to contract language and/or Agency policy/procedure. Personal vehicles must be in good working orde 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 princip

Job Duties

**Job Duty Name**

Essential Job Duties and Responsibilities

**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 accomp the field as needed.

Responds to all inquiries/complaints, whether written, in person (walk in), via telephone/email communication, f utilizing the screening guide and other established agency policies to inform screening decisions.

Arranges, coordinates and/or supervises visitation at the Family Interaction Center, Family Enrichment Center, in relative/caregiver homes; Teaches parents basic parenting skills, child development, rearing, discipline and age-i interaction, as needed.

Coordinates and works closely with other community service providers, i.e., doctors, therapists, schools and cou children on caseload; Coordinates or provides transportation for children to doctors, school, therapy and commu

Works with clients to obtain case related information and/or completion of forms; Delivers agency communicatio caregivers as needed/directed; Assists in the delivery of resources/goods to clients at the direction of the CW Ca supervisor.

Acts as agency liaison to camp programs and communicates with staff and caregivers regarding camp options ar coordination of camp application documentation including, but not limited to medical forms, financial aid informa application 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/i duties; Extracts information and inputs activity logs, as needed; Gathers data and completes statistical reports t and demographic data as requested by supervisor or chain of command.

Scans case-related material into Electronic Document Management System (EDMS) (aka Traverse) and notifies a newly scanned material, when appropriate.

Performs oral swabs and documents appropriately, as directed.

Works collaboratively with the Legal Department to prepares testimony and other documentation required for co dispositional 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 Se 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 Inte National Association of Social Workers (NASW) Code of Ethics, regardless of licensure.

**Job Duty Name**

Core Competencies

**Description of Job Duty**

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 situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure.
2. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarificati questions; Participates in meetings. Writes clearly and informatively; Varies writing style to meet needs; Able to information.
3. Customer Service – Manages challenging or emotional client and employee situations; Responds promptly to ( Solicits client feedback to improve service; Responds to requests for service and assistance.
4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; / appointments on time. Follows instructions, responds to management direction; Takes responsibility for own acti goals and finalize work duties; Completes tasks on time or notifies appropriate person with an alternate plan; Fo commitments; Follows policies and procedures.
5. Cultural Competency – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural diffe on the value of diversity; promotes a harassment-free environment.
6. Ethics – Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds o Treats others with respect and consideration regardless of their status or position; 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 work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' e
9. Interpersonal Skills – Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps e Remains open to others' ideas and tries new things; Approaches others in a tactful manner; Demonstrates insigt
10. Planning/Productivity – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resour objectives; Develops realistic action plans; Meets productivity standards; Completes work in timely manner; Stri productivity.
11. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information sk alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emoti
12. Safety and Security – Determines appropriate action beyond guidelines; Reports potentially unsafe condition materials properly.
13. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build commitments to goals and objectives; Supports everyone's efforts to succeed.
14. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote excellence; Mo quality.

**Requisition Details**

Requisition Details

<b>Requisition Number</b>	B-0602023-R
<b>Working Title</b>	Social Worker Assistant/Social Service Aide - Phone Room
<b>Posting Type</b>	External/Public Posting
<b>Number of Vacancies</b>	1
<b>Advertised Salary</b>	\$18.50 per hour
<b>Open Date</b>	03/30/2023
<b>Close Date</b>	09/29/2023
<b>Open Until Filled</b>	No
<b>Special Instructions Summary</b>	

## Supplemental Questions

Required fields are indicated with an asterisk (\*).

- \* Do you have an associate's degree in Social Work, Counseling (non-school related), Psychology, Sociology, Criminal Justice, Child and Family Human Development and Family Studies?
  - Yes
  - No
- \* Do you have a bachelor's degree?
  - Yes
  - No
- \* Do you have experience working in a Child Welfare or other similar agency?
  - Yes
  - No
- \* How many years experience do you have working in a child welfare or other similar agency?
  - 0-1
  - 2-3
  - 3 or more
- \* 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".  
(Open Ended Question)
- \* Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No".  
(Open Ended Question)
- \* 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 relevant details including the State/County where involved (please note that SCCS will conduct a comprehensive Child Welfare Background Check to verify involvement).  
(Open Ended Question)
- \* Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No".  
(Open Ended Question)
- \* What is your driver's license number? If you do not possess a driver's license, please enter "N/A".  
(Open Ended Question)
- \* 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 give dates and explanations. If no, please enter "No".
  - Yes
  - No
- \* 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 only employees eligible for a referral bonus if identified at this time.  
(Open Ended Question)

## Documents Needed to Apply

### Required Documents

- Resume
- Cover Letter

### Optional Documents

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