

## **After Hours On-Call Social Worker III**

### **I. Primary Purpose of Position**

This position is one fulltime after hour's social work position which is responsible for executing after hours Child and Adult Protective Services as mandated by NC Statues. The position requires that the social worker intervenes in crisis situations, conducts an assessment and take the appropriate actions to reduce the immediate risk of children and/ or disabled adults until the agency reopens. Limited case management responsibilities are included. Additionally, the social worker will receive other after-hours emergency calls and intervene accordingly. Coverage is from 4:30pm to 8:30am. Occasionally work may be required during business hours. This position is shared with the on-call backup team. This includes a Supervisor and second string Social Workers. Also a CSST tech worker will be available for assistance.

This Social Worker may be requested to take a backlog of cases in be available in emergency situations or crisis situations for the agency. Shelter duty is a requirement.

### **II. Duties and responsibilities**

Workers should be skilled in assessments, crisis intervention and decision-making, be able to deal with hostile clients and capable of interacting with law enforcement and the court system. Good communication skills are essential. Social worker must be capable of acquiring and applying a thorough knowledge of the laws governing Child and Adult protective services. Worker must work effectively in a team setting and maintaining cooperative and effective working relationship with team members, community professionals, and agency leaders.

This worker will do anything after-hours that constitute an emergency from investigations to working with the foster children and their crisis. A small amount of case management may be required ensuring that preventative evaluations and treatment are provided. This worker will work with both adult and children so they will be responsible for case management in both areas. Diagnosis of the client needs will need to be assessed to determine the safety of the individual. Time frames are according to policy. Documentation is required on all cases that the worker does during the On-Call time.

This worker may be asked to help the agency was backlog cases.

This worker may be asked to do other duties as assigned.

### **Major Activities of Position and Percentage of Time Spent**

- A. 1. The investigative component of child and adult protective services begins with the receipt of a report of alleged abuse, neglect, or dependency for children services and or exploitation for adult services. This concludes when the agency makes a decision that abuse, neglect or dependency exist for exploitation. This component is estimated at 75% of the workers time. This includes the provision of services – initiating a protection plan or service agreement, providing or arranging for services related to transportation,

visitation, counseling, and assessments. The worker must also write letters, narratives, court reports and attend court at times.

2. In-Home referrals are received from the investigation unit or by transfer from other counties treatment cases can also come from the courts after-hours referrals all, through the shares department in a crisis there may be cases that are referred to the on-call worker if the case is not been initiated before 5 PM this component estimates about 10% of the workers time.

3. Foster care emergencies can vary from transportation needs to medical or physical needs. This worker may spend an estimated 5% in this area.

The Social Worker in this position receives individual supervision and participates in staff and training development. This component is estimated that 10% of the workers time.

B. The investigative components of child protective services include but are not inclusive

- Receiving reports of suspected abuse neglect and dependency
- Ascertaining the facts of the case, the extent of abuse or neglect
- Seeing and, when appropriate, interviewing the children
- Visiting the place where the child resides
- Interviewing the parents, other caretakers, and other appropriate persons
- Obtaining necessary medical exams
- Taking a juvenile into temporary custody (G.S. 7A-571)
- Initiating court action for non-secure custody (G.S. 7A572)
- Written notice to the person making the report
- Determining whether the child can safely remain at home
- Arranging for providing emergency services necessary to protect the child during the investigative.
- Completing central registry and criminal record checks

- Completing kinship forms are safety resource forms
- Narrative

Investigative components of adult protective services include but are not inclusive

- Receive report of abuse neglect or exploitation
- Ascertain facts
- See an interview all involved
- Get medical information
- Decipher risk and take appropriate steps to ensure safety which may include protective services or placement
- Complete forms including DA assessment and 5027
- Make determination of findings
- Assess other needs i.e. guardianship, Mac or other appropriate referrals.
- Narrative

Responsibilities of each job function and time spent on each

- Assessment/evaluation – this process involves the following: detail of written or verbal contract, it involves problem areas, services planned and the relationships of each service to the problem area. This also involves the implementation of the plan Protective Services Worker and the timeframe for the resolution of each problem area. Other agencies may be required to do things as well. The Protective Services Workers responsible to present this assessment to the team to determine if the task has been completed. 45%
- Development/Treatment/Goals/Service plans – examples of goals are helping remedy the abuse neglect dependency or exploitation. This may include temporary placements until there is no safety or risk factors. The worker and the team are responsible for developing a plan. 10%
- Implementation – plans are implemented according to the needs of the desires of the family, caseworker, and the team. And planning you have to use agency and state policy based on community standards and available resources. The responsibilities of the implementation depend on the caseworker and the teams of evaluation of the family's needs. 10%
- Counseling/Therapy – counseling and therapy is referred to mental health or substance abuse for assistance. Individual and family adjustment services may be offered to the family or case management through the agency. 5%

- Monitoring/Reviewing/Maintenance – monitoring of records involves working with the cases and updating needed information. Contacts, face-to-face contacts and home visits are required 20%
- Consultation – consultation is discussed upon a change when the service was added and new developments in positive means take place between agency, and inter – agency workers concerning the same case. The purpose is to keep all interested parties informed 5%
- Community Liaison – the community liaison consist of public relations with community and listening to their opinions and desires. Purposes to have the opinion of an outside force to project their opinion. 2.5%
- Teaching/Training – teaching and training duties are offered in many cases, there are CSS T visitations, in which the tech will assist the families in training 2.5%

- C. The team approach to decision – making treatment, goals, service plans, implementation, referrals for counseling, monitoring, reviewing, consultation and training is used in all cases and discussed in carried out by the social worker. The team approach consists of all the available social workers on the supervisor and occasionally other community services such as health and mental health services. The team separates the diagnosis and treatment functions of provides a third component for education and training.
- D. The number of active cases varies. This worker may help and assist cases for other counties or carry a small caseload.
- E. There are no responsibilities for the client’s fiduciary matters except in payee or guardianship cases. In Protective services there is no regard to income for acceptance of the cases. Financial area may be discussed with the client’s due to exploitation or stress factors. Referrals may be made if necessary.
- F. Involvement with the court may occur at any point in the protective service response process. Court intervention may be required in cases such as families who refuse to cooperate with the investigation, families who are unwilling to accept needed services and his child is a substantial danger, if the investigation indicates the need for removal of the child, or where an adult is at risk of harm. When necessary the worker should file petition alleging the abuse neglect dependency or exploitation.
- G. Kinds of instruction provided by counseling – are manual material addresses certain topics other instruction comes from the availability of ongoing staff development training and supervision of upgrading staff knowledge, and skills, promoting worker satisfaction and reducing workers burnout. Consultation from the local regional office provides a broad knowledge base for workers. Workshops provide increased exposure to information services.

H. Guidelines in making decisions are decided by a team approach to decision-making. This approach is determined by seeking advice for legal, medical, and social implications. The coordinating involvement with other agencies that it is realized the responsibility for decision-making lies with the administrative staff of the agency. Refer to our juvenile and adult codes of North Carolina Gen. Statutes and advice of legal consultation.

Other areas of consultation-

- Law enforcement officers are used after hours and when the worker feels the situation warrants their presence.
- Mental health services – they provide additional support from the area of mental health
- Substance abuse services – provide additional support from the area of substance abuse
- Health services – doctors' offices, pediatricians, health departments and child advocacy are utilized for consultation basis is as required on individual cases.
- Attorneys – purpose of attorneys to seek and confirm legal advice.
- HUD-Housing and Urban Development – to provide suitable housing
- Other agencies or individuals who may have knowledge pertaining to the case

I. The work that is performed by the workers reviewed when the following changes occur in the case a in case decision plan for the case plan, problem area, services provided in the results of the services, quarter intervention, and the summary of termination of problem services.

Example of problems discuss with the supervisor-

- a. How are we to protect the adult or child's welfare and health?
- b. How do we determine the condition which constitutes reportable circumstances?
- c. How effective well our agency be when we intervene with the family?
- d. What other services or measures does our agency need to do?

III. Other Work Characteristics:

- A. The facility is located in the County seat of Yancey County. The office is generally located an equal distance to most locations of the county. The facility at one time was a hospital which has been now restored to the department. Half of the building has individual offices for workers and half of the building worker's share offices. There are also a interviewing room, a visitation room, a conference room, a kitchen areas designated for meetings. There is limited security each worker has a badge to get in and out of the building and key pad entry to enter the building. The outside is an open parking lot from the main road with designated parking space for clients and staff. The facility is next door to a rehabilitative center for adults.
- B. The machines and equipment used in work include Dragon, fax/scan and copy machines, laptops, desk computers, calculator, cameras, telephones, cell phones, and agency vehicles.
- C. Accuracy is a major factor in that the worker needs to understand the laws, rules, and regulations required by the job. The worker needs to be precise in all details about the case. Worker should be precise in conveying information to the client and to the court system. Accuracy should behind a percent depending on the information from clients and from other sources.
- D. The physical effort required in the work is usually moderate. In a few cases, the client has had to be located by means first search by fit in physical restraint used on the client when located. Other activities include transporting clients, traveling dude investigating calls, arranging office, tidiness, and carrying supplies.
- E. Close visual attention results from transporting clients, reactions and observations. Other visual attention is contributed to manual reading and preparing proper forms for case services and working on the computers.
- F. The most intense mental concentration is when interviewing victims and perpetrators, also being precise and accurate for parent for court, court intervention, preparing an assessment report and case plan. Another area of mental concentration is preparing a worker to have an open mind and establish a trusting relationship with coworkers and clients.
- G. Protective services are structured to provide physically and psychologically safe environments for children and adults who cannot do this for themselves. The worker must be aware that an abuser is often an expert at controlling the environment around the abuse client and that a false reading for the situation will place the victim and even greater danger. Many of these victims will not admit to being abused and will not reveal the abuser. These victims are at the greatest risk.

In addition to physical safety, confidentiality must protect the social relationships for the individuals involved in a protective service investigation. Rumor that an individual is under investigation could destroy the career and family life for an innocent person. Public half knowledge for an unsubstantiated charge could label the family unfairly. Confidentiality throughout the whole process is required to

safeguard all the participants and ensure the continued availability for the reporter as a source for information.

H. The coverage hours for this position range from 4:30 pm to 8:30 am. After-hours work will have a flexible schedule and vary in actual hours. Due to some trainings, court and staff meetings the worker will be required to work someday hours. Training is required and the State does not provide afterhours training. This may differ on holidays and when the agency is closed. Worker is required to work some holidays in rotation with other workers. The on-call worker carries a cell phone for convenience and to receive calls.

IV. Knowledge, Skills, Abilities, Education, and Experience Requirements:

A.

- Knowledge, skills, and abilities – considerable knowledge of social work principles, techniques, and practices and their application to specific casework, groupware, and community problems.
- Considerable knowledge of governmental and private organizations and resources in the community
- Considerable knowledge of the laws, regulations, and policies which govern the program
- Considerable knowledge of behavioral and social -economic problems and their treatment.
- General knowledge of the methods and principles of casework supervision and training.
- Ability to establish and maintain effective working relationship with administrative superiors, casework aids, members of caseload, and their families, and civic, medical, social, and religious organizations.
- Ability to supervise, train, or instruct lower – level social workers, students, caseworker aids, or interns in the program.
- Ability to express ideas clearly and concisely and a planned and execute work effectively.

B. Minimum Education and Experience – Master's degree in social work from an accredited school of social work; Bachelor's degree in social work from an accredited school of social work and completion of the Child Welfare Collaborative (Child Welfare positions only); Bachelor's degree in social work from an accredited school of social work and one year directly related experience; Master's degree in a human services field

and one year of directly related experience; Bachelor's degree in a human services field from an accredited college or university and two years directly related experience; Bachelor's degree from an accredited college or university and three years of directly related experience