

Code: 3932
Health and Welfare Service
Medical and Social Service Group
Human Service Series

CLASS TITLE: **Social Worker I**

CHARACTERISTICS OF THE CLASS: Under supervision, the class provides professional entry level counseling and case management services to clients and their families in crisis or in need of social and other support services at a community center or other city facility; and performs related duties as required.

ESSENTIAL DUTIES: Assists in conducting comprehensive assessments to evaluate the nature and degree of clients' personal, social and family problems; provides short-term psychosocial counseling to assist clients in dealing effectively with their problems; provides case management, developing service plans and working with clients to address identified problems and to assist them in obtaining needed economic, social and other support services; works with senior staff in providing counseling and in-depth intervention services to clients in need of crisis counseling or emergency intervention; coordinates services with, and makes referrals to other social service providers to ensure clients obtain needed support services and assistance; assists clients in obtaining basic benefits such as housing, income assistance or job training; prepares detailed case reports and maintains records on services provided to clients; meets with supervisor and participates in group staff meetings to review the status of cases; drives a vehicle to field sites to meet with clients and makes home visits to clients as part of case management functions.

RELATED DUTIES: Orients new staff and interns on social work practices; assists in the development of standards for client care; develops resources and identifies agencies providing supportive social services.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Social Work (M.S.W.).

A valid State of Illinois driver's license is required. Must have the permanent use of an automobile that is properly insured including a clause specifically insuring the City of Chicago from accident liability.

Knowledge, Abilities, Skill. Knowledge of the principles, practices and theories of social work. Knowledge of issues and trends in the area of social services. Knowledge of resources and services provided

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CLASS TITLE: **Social Worker I (Cont'd)**

by community social service agencies. Knowledge of needs assessment

and counseling techniques.

Ability to manage a caseload and provide case management services. Ability to conduct comprehensive needs assessments. Ability to work closely and effectively with client and their families. Ability to access multi-level facilities.

Skill in the application of social work practices. Skill in counseling clients and their families. Good interpersonal skills. Good oral and written communication skills.

Working Conditions. General office or health clinic environment.

Equipment. Standard office equipment including personal computers.

Note: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular position within the class.

December, 2004
City of Chicago
Department of Personnel