

Code: 3934  
Health and Welfare Service  
Medical and Social Service Group  
Human Service Series

CLASS TITLE: **Social Worker III**

CHARACTERISTICS OF THE CLASS: Under general supervision, the class functions as a first line supervisor, providing and supervising staff providing professional counseling and case management services to clients and their families at a community center or other city facility; and performs related duties as required.

ESSENTIAL DUTIES: Monitors staff conducting comprehensive assessments to evaluate the nature and degree of clients' personal, social and family problems and developing service plans to assist clients; provides short-term psychosocial counseling to assist clients in dealing effectively with their problems; provides case management, developing and implementing service plans and working with clients to address identified problems and to assist them in obtaining needed economic, social and other support services; provides 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; meets with staff to discuss individual caseloads and to review and evaluate their case reports; provides professional guidance and assistance to staff as needed; develops and conducts staff training; develops and presents workshops to inform clients of community resources; maintains quality control of clients' case files; establishes working relationships with social service providers and agencies to develop a network of resources; drives a vehicle to field sites to meet with clients and makes home visits to clients as part of case management functions.

RELATED DUTIES: Leads in the development of standards for client care; implements social service programs for targeted populations.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Social Work (M.S.W.), supplemented by two years of progressively responsible professional social work experience.

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.

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

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

and services provided by community social service agencies. Good knowledge of social work management and quality standards in social work practice. Knowledge of departmental policies and procedures relating to case management.

Ability to supervise the work of subordinate staff. Ability to develop standards for client care. Ability to manage a caseload and provide case management services. Ability to access multi-level facilities. Ability to work effectively with subordinate staff and management.

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

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  
Minimum qualifications revised 05/2008