

## Social Counselor II

### **Nature of Work**

This is very responsible social work involving the assessment and care of individuals requiring a variety of counseling services including adult protective services and maternal and child health counseling. Activities associated with the job include interviewing and providing social counseling for clients in programs such as adult protective services, maternal and child health counseling as well as individuals with disabilities and implementing service plans that identifies goals for addressing the needs or concerns of clients and coordinating the delivery of services for all identified needs. Additional activities include investigating and/or reporting abuse, neglect, or exploitation of adults and/or children who are mentally or physically impaired or incapable of self-care due to disability or age conducting pre-assessment/developmental screening to determine needs, strengths and/or level of risk for clients and asking clients, family members, neighbors, alleged perpetrators or others involved parties questions that relate to the allegations in order to gather case information and determine causes of the current situation(s). Job responsibilities require considerable experience in assessing the psychological needs and appropriate interventions for clients of all ages, considerable knowledge of counseling and case management practices and protocols, ability to effectively interact with clients, family members and service providers and assist with the development of appropriate care plans and excellent analytical, interpersonal, planning and organizational skills. Job performance is evaluated by the Health Department Director through review of the effectiveness of assessing and meeting clients' psychological and behavioral needs, creativity and effectiveness of recommending care plans and interventions, interactions with clients, family members and service providers and level of support provided to medical and administrative staff.

### **Illustrative Examples of Work**

- Interviews and provides social counseling for clients in programs such as adult protective services, maternal and child health counseling as well as individuals with disabilities.
- Implements a service plan that identifies goals for addressing the needs or concerns of clients and coordinates the delivery of services for all identified needs.
- Records in the client's files and computer databases the services implemented, observations made during home visits, changes that occurred related to the progress noted or reduced risk and the level of function/protection achieved for each client.
- Analyzes and reviews all information gathered about each client's situation to prioritize risk and implement appropriate service plans per agency standards.
- Develops service plans to address the needs of clients who are victims of abuse, neglect, self-neglect or exploitation and/or children with special needs.

- Investigates and/or reports abuse, neglect, or exploitation of adults and/or children who are mentally or physically impaired or incapable of self-care due to disability or age to determine if there is a need for protective services.
- Conducts pre-assessment/developmental screening to determine needs, strengths and/or level of risk for clients.
- Asks clients, family members, neighbors, alleged perpetrators or others involved party's questions that relate to the allegations in order to gather case information and determine causes of the current situation as appropriate for specific agency functions.
- Asks clients/caregivers open-ended questions about clients' health, living arrangements, financial stability, family involvement, needs, strengths and other risk factors.
- Interviews individuals making initial referrals and interviews families with concerns regarding their children.
- Requests and reviews relevant documentation such as educational, medical, psychiatric, criminal and financial records as needed to assess the needs and risks of clients.
- Identifies potential risk factors such as unsanitary living conditions, lack of utilities, any form of abused, neglect, exploitation or self-neglect in the clients home.
- Conducts regular home visits/targeted case management to monitor the progress of the service plan/client status.
- Identifies each form of maltreatment or needs of the client alleged in the referral as appropriate for specific agency functions.
- Identifies developmental risk factors that would inhibit a child from future educational growth as appropriate for specific agency functions.
- Refers and/or coordinates services for clients which may reduce client risk, increase autonomy and/or demonstrate educational progress.
- Responds to clients, collaterals, stakeholders or caregivers according to departmental policy.
- Schedules all necessary activities within agency timelines to meet policy objectives.
- Coordinates and conducts meetings with appropriate personnel to develop a safety and/or transition plan for clients.
- Testifies or provides necessary documentation in legal proceedings.
- Gives presentations for public awareness and/or child find activities as appropriate to support agency functions.
- Evaluates case information and ensures client confidentiality is maintained in accordance with agency guidelines.
- Determines the validity of referrals based upon an analysis of all collected information.
- Compares information from referral sources with agency guidelines to determine if other agencies should be contacted or if the referral meets criteria for further assessment.
- Completes entrance and exit assessments in accordance with agency guidelines.
- Tracks and maintains documentation of all case management activities and/or issues pertaining to clients on their caseload.
- Completes all social histories and related documentation to ensure compliance with all pertinent care guidelines and regulations.
- Maintains positive and productive relationships with community resources, medical providers, etc. to assist with obtaining optimal medical care and social services for clients.

- Assists with the facilitation of psychiatric referrals with available crisis and/or psychiatric providers as indicated by physicians' referrals.
- Participates in community outreach activities to promote the Health Department and identify community resources.
- Performs related duties as required.

### **Necessary Requirements of Work**

Graduation from an accredited four year college or university with a Bachelor's Degree in Social Work or closely related field; considerable experience assessing the behavioral and psychological needs of individuals of all ages; ability to develop and implement appropriate interventions and service plans to meet existing behavioral and psychological needs; excellent analytical, planning, organizational and interpersonal skills; considerable knowledge of the regulations governing the administration of social work and counseling; considerable knowledge of the physiological and emotional dynamics associated with the aging process; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of psychological, psychiatric, social and behavioral issues occurring with the individuals of all ages and the proper implementation of appropriate medical and/or psychiatric interventions.
- Considerable knowledge of a wide variety of recreational, therapeutic and social activities designed to provide stimulation and encourage social interaction among all age groups.
- Considerable knowledge of social service, physiological and behavioral providers in the community who provide assistance to at risk populations.
- Considerable knowledge of the development of comprehensive care plans for clients which address their physical, therapeutic, rehabilitative and emotional well being.
- Considerable knowledge of the physiological and emotional dynamics of the aging process.
- Considerable knowledge of HIPAA regulations and guidelines pertaining to the dissemination and communication of confidential medical information.
- Considerable knowledge of commonly used medications, medical terminology and medical procedures associated with treating children and the elderly.
- Considerable knowledge of the federal and state rules and regulations governing the administration of County Health Departments including components relating to social services.
- Ability to plan, organize and deliver creative and appropriate therapeutic, recreational and social interventions for clients.
- Ability to interact effectively with residents, family members, co-workers, medical providers, volunteers, etc.
- Ability to create and maintained detailed records and supporting documentation pertaining to physicians' orders, intervention recommendations and activities, medical records, etc.
- Ability to determine the emotional and physiological needs of clients and promote their achievement of established goals and objectives.

- Ability to participate effectively in problem solving activities with co-workers and other service providers and provide constructive ideas to enhance the quality of life for clients.
- Ability to make effective public presentations and perform various public relations functions and activities.
- Skill in assessing the emotional, behavioral and psychological needs of elderly individuals residing in a long term care facility.
- Skill in interacting with residents and their families and diffusing potentially problematic situations or concerns.

**Necessary Special Requirement**

- Possession of a valid Tennessee Drivers License and the ability to be insured at standard vehicle liability rates.