



## **City of Phoenix CASEWORKER III**

**JOB CODE 07090**

Effective Date: 05/2010

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to supervise professional and paraprofessional caseworkers and perform a variety of administrative duties in support of a Human Services program, Workforce Development program or casework unit. Duties include assisting a program coordinator or center supervisor in the development of policies and procedures and completion of various reports. Work involves supervising the development of complex casework plans designed to assist clients to resolve their economic and social functioning problems or crisis and become self-sufficient or stabilized. Client problems relate to such areas as finances, education, employment, health, grief, victimization, and substance abuse. Resolution involves on-scene assessments, interviewing, determining eligibility for social services, identifying problems, counseling, on-scene crisis intervention, victim assistance or making home visits related to client needs and providing assistance or follow-up. Work includes supervising Caseworkers I and II and Casework Aides, providing assistance on difficult and complex cases, and coordinating advocacy programs. This class is differentiated from Caseworker II in that Caseworkers III supervise professional caseworkers and perform various administrative duties that support a unit or program. General supervision is received from a Human Services Center Supervisor, Human Service or Workforce Development Program Coordinator, Headstart Area Supervisor, or other supervisor, and work is evaluated on results obtained.

### **ESSENTIAL FUNCTIONS:**

- Supervises a social service, workforce program or site under the general supervision of a center supervisor or program coordinator;
- Supervises professional casework staff, including guiding the development and implementation of casework service plans, reviewing and approving case records to ensure that contractual requirements are met, providing training, and evaluating performance;
- Monitors performance indicators to ensure that unit goals are met as specified by departmental and contractual standards;
- Serves as a liaison between clients and internal staff members, other City departments, and other social service or governmental agencies;
- Counsels and assists clients in understanding causes and contributing factors to their problems and persuades them to identify and utilize personal and external resources to resolve or alleviate those problems.



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- Maintains client files and case notes in compliance with professional standards;
- Provides guidance and direction to subordinate staff on program policies, and procedures;
- Develops cooperative relationships with internal and external clients, partners, and agencies and facilitates access to existing services within the continuum of care;
- Writes statistical and narrative reports on unit activity or in support of a grant or Request for Proposal;
- Completes statistical data entry using a statistical database;
- Demonstrates continuous effort to improve operations, decrease turnaround times,
- Streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Social service and workforce-related agencies and programs available in the community.
- Current policies and regulations governing eligibility for clients.
- Effective interviewing and counseling techniques and procedures.
- Principles and practices of supervision and social work.
- Leadership styles and skills.
- Applicable Federal, State, and City rules and regulations.
- Local labor market and economic conditions indicators.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Maintain confidentiality of records and information.
- Communicate in the English language by phone or in person in a one-to-one setting.
- Comprehend and make inferences from written material.
- Produce documents written with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other city employees and the public.



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- Work safely without presenting a direct threat to self or others.
- Develop specific goals and plans to prioritize, organize, and accomplish work.

### **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Employees in this classification who are skilled in a second language may be called upon to utilize that skill in the routine performance of their duties.
- Some positions will require the performance of other essential and marginal functions.
- Some positions will require working nights and weekends.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Three years of case management or counseling experience in a recognized social service agency including some lead or supervisory experience and a bachelor's degree in social work, business, or related field. Other combinations of experience and education that meet the minimum requirements may be substituted.