



City of Phoenix CASEWORKER II

JOB CODE 07110

Effective Date: 05/10A

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to develop and implement complex casework plans and counseling strategies designed to assist clients in attaining economic self-sufficiency and social and emotional well-being. Client problems relate to such areas as finances, education, employment, health, and substance abuse. Work involves interviewing, determining eligibility for social services, identifying problems, counseling, making home visits related to client needs and providing assistance or follow-up designed to teach clients to learn to help themselves. Some positions supervise interns, volunteers, or other paraprofessional or clerical employees. The complexity of the caseload differentiates this class from Caseworker I. Supervision is received from a Caseworker III or other supervisor.

ESSENTIAL FUNCTIONS:

- Interviews prospective clients to assess and identify problems and determine eligibility for social services;
- Creates and updates manual and/or automated database client files as required to meet contractual requirements;
- Develops and implements casework service plans for moderate to complex cases
- Performs field work relating to the client case plan, such as making home visits and meeting with other social service providers and businesses in the community to provide individual client advocacy;
- Acts as a liaison between clients, professional staff and community 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
- Provides emergency assistance, crisis intervention and social service referrals
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:



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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;
- Criminal justice system and crime victim rights.

Ability to:

- Communicate in the English language by phone or in person in a one-to-one setting.
- Maintain confidentiality of records and information.
- 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.
- 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.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in casework management, counseling, working with crime victims, or related activities, and a bachelor's degree in social work or a related field.



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Other combinations of experience and education that meet the minimum requirements may be substituted.