AGENDA

1. Call to Order / Flag Salute / Roll Call

2. Public Comment Period
   Members of the public wishing to address the Civil Service Commission on matters other than those scheduled below may do so when recognized by the President. Presentations are limited to three minutes per individual.

3. Minutes
   The following draft minutes are submitted for approval:
   a. March 22, 2017

4. Specification – New
   a. Division Manager – Public Works

5. Specifications – Revised
   a. Social Worker Series - I, II, III, IV

6. Reports
   Commission President
   Commission Counsel
   Commission Outside Counsel
   Commission Secretary

7. Closed Session (per Government Code Section 54957): Deliberations regarding Appeal #A16-08

8. Adjournment
San Luis Obispo County Civil Service Commission
Regular Session Meeting
Wednesday March 22, 2017 @ 9:00 A.M.
1055 Monterey Street, Suite D-271 San Luis Obispo, CA

Present: President Bergman, Vice President Ohannesian, Commission Stewart, Commissioner Nix, Commissioner Nicholson

Staff: Acting Commission Secretary Natalie Walter, Commission Clerk Alisa Scantlin,

Counsel: County Counsel Tim McNulty; Commission Outside Counsel Steve Simas

1. Call to Order / Flag Salute / Roll Call
President Bergman called the meeting to order at 9:00 AM and led the flag salute. Roll was called.

2. Public Comment Period
President Bergman asked for public comment. Seeing none, he closed the Public Comment period.

3. Minutes
a. President Bergman asked for amendments to the February 22, 2017 meeting minutes. President Bergman asked for one change to the minutes. Commissioner Nix motioned to approve as corrected. Vice President Ohannesian seconded the motion. The motion passed. 5-0-0.

4. Specification – Revised
a. Sheriff’s Department (9 Specifications) Cover Letter and Organizational Charts: Human Resource Analyst Taj D’Entremont, with Undersheriff Tim Olivas presented a summary of the revisions to the specifications for the Sheriff’s Department.

b. Sheriff’s Correctional Captain: Human Resource Analyst Taj D’Entremont, with Undersheriff Tim Olivas presented the revised specification for Sheriff’s Correctional Captain. President Bergman asked for public comment. Seeing none, he opened questioning to the Commission. After questions were addressed, President Bergman asked for a motion to approve. Commissioner Stewart made the motion to approve. Commissioner Nix seconded the motion. Motion passed. 5-0-0.

c. Sheriff’s Correctional Lieutenant: President Bergman asked for questions related to this revised specification. Seeing none, he asked for a motion to approve. Vice President Ohannesian made a motion to approve. Commissioner Nix seconded the motion. Motion passed. 5-0-0.

d. Sheriff’s Correctional Deputy/Sheriff’s Senior Correctional Deputy/Sheriff’s Correctional Sergeant: President Bergman asked the Commission for questions. Commissioner Nix pointed out a grammatical error for correction. Following questioning, President Bergman asked for a motion to approve as amended. Commissioner Nix motioned to approve. Commissioner Stewart seconded the motion. Motion passed. 5-0-0.

e. Sheriff’s Chief Deputy: President Bergman opened questioning to the Commission. Following questioning, he asked for a motion to approve. Commissioner Nicholson made the motion to approve. Commissioner Stewart seconded the motion. Motion passed. 5-0-0.

f. Sheriff’s Commander: President Bergman asked the Commission for questions related to the revised specification. After questions were addressed, a motion was made, and a second. The Commission voted, and the motion passed 5-0-0.
Civil Service Commission

g. Sheriff's Sergeant: President Bergman asked for comments or questions on the specification. Questions were addressed, and then he asked for a motion to approve. Vice President Ohannesian made the motion to approve. Commissioner Nix seconded. Motion passed 5-0-0.

h. Sheriff's Senior Deputy: President Bergman opened questioning for this specification. Following questioning, he asked for a motion to approve. Commissioner Nix motioned to approve. Commissioner Stewart seconded the motion. Motion passed 5-0-0.

i. Deputy Sheriff: President Bergman asked for questions. Questions were addressed, and Commissioner Nix asked for an amendment. President Bergman asked for a motion to approve. Commissioner Nix motioned to approve. Commissioner Nicholson seconded the motion. Motion passed 5-0-0.

j. Sheriff's Property Officer: President Bergman asked for comments or questions from the Commissioners. Following questions, President Bergman asked for public comment on any of the items reviewed. Seeing none, he asked for a motion to approve. Commissioner Nix motioned to approve. Commissioner Stewart seconded. Motion passed 5-0-0.

5. Specification – New

a. Staff Physician: Human Resource Analyst Kate Power with Dr. Penny Borenstein presented the new classification. Mrs. Powers pointed out a correction on the specification. President Bergman asked for public comment on the item. Seeing none, he asked the Commission for questions. Commissioner Stewart asked that changes be made to the specification related to continuing education. Following questions, President Bergman asked for a motion to approve as amended. Commissioner Stewart motioned to approve. Vice President Ohannesian seconded. Motion passed. 5-0-0.

6. Reports

   Commission President: None.
   Commission Counsel: None.
   Commission Outside Counsel: None.
   Commission Secretary: Acting Commission Secretary, Natalie Walter shared a response to a topic raised during the Public Comment period at the February 2017 Commission meeting. President Bergman requested that the response be filed. President Bergman asked for public comment related to this item. Seeing none, he allowed questioning from the Commission. Mrs. Walter reported on an audit that would happen in the Human Resources Department by CPS, a consulting firm that runs merit systems throughout the State. Counties that operate their own merit systems, as the County of San Luis Obispo does, are subject to audit. The firm requested an hour telephone conversation with somebody from the Commission. Commissioner Nix was chosen to take the call. Finally, Mrs. Walter addressed the need to agendize an Appeal that was going to the Commission in Brief. The Commission decided on a date to agendize the deliberations, April 18, 2017.

7. Closed Session (per Government Code Section 54957): Deliberations regarding Appeal #A16-06

   Deliberations regarding Appeal #A16-06.

   Report on closed session – President Bergman shared the findings and decision related to Appeal A16-06. The appellant is denied, and the termination was sustained. President Bergman asked for a motion to allow him to sign, on behalf of the Commission, the finding and decision. Commissioner Nix motioned that the President be authorized to sign the decision. Commissioner Stewart seconded. Roll was called. Motion passed. 5-0-0.

8. Adjournment

   President Bergman adjourned the meeting at 1:52 p.m.

* Note: These minutes reflect official action of the Civil Service Commission. A digital record exists and will remain as the official, complete record of all proceedings by the Civil Service Commission.
TO: Civil Service Commission

DATE: April 26, 2017

FROM: Frank Stapleton, Human Resources Analyst

SUBJECT: New Class Specification: Division Manager – Public Works

RECOMMENDATION:
It is recommended that the Commission approve the new Division Manager – Public Works class specification as proposed.

DISCUSSION:
The Public Works Department is comprised of approximately 235 full time employees divided over twelve (12) separate divisions. Five (5) different classifications compose the nine (9) Public Works Division Manager positions identified in the organizational chart: Utilities, Water Resources, Environmental, Engineer V, and Department Administrator. While some of these classifications have unique qualifications that warrant an individual classification, the majority of these classifications are general management positions. However, due to the number of varied individual management classifications with individualized minimum qualifications, the department has struggled to fill vacancies and does not have the flexibility to move managers around their organization to address operational needs.

The Division Manager – Public Works specification solves these issues by establishing a general division manager classification that the department can use interchangeably throughout the organization. In addition, it is anticipated that broadening the qualifications for management positions will result in larger lists of qualified eligible candidates. These changes will give the department the flexibility to maintain business operations as needed to ensure divisions are properly managed. At this time, the Division Manager – Public Works specification seeks to replace the specifications for Utilities Manager, Water Resources Manager and Environmental Manager.

The proposed job functions and minimum requirements described in the specification are consistent with similar division manager specifications found within the County of San Luis Obispo and in our benchmark counties.
OTHER AGENCY INVOLVEMENT:
The Public Works Department has been involved in the development of this specification and concurs with the proposed classification. In addition, the County Administrative Office has reviewed and is in support of the classification specification as proposed.

Attachments:
Division Manager – Public Works Class Specification
Public Works Department Organizational Chart
DIVISION MANAGER – PUBLIC WORKS

DEFINITION:

Under general direction, leads, plans, organizes and directs the operations, activities and services of an assigned division in the Public Works Department; coordinates and directs personnel, resources and communications to meet identified County and public works needs and assures effective and efficient division activities; develops and implements long-term strategic goals of the division; supervises and evaluates the performance of assigned professional, technical and administrative personnel; and performs other related work as required.

REPRESENTATIVE DUTIES:

(Not in order of importance)

• Plans, organizes and directs the operations, activities and services of an assigned division in support of overall department; establishes and maintains budgets, timelines, and priorities; assures County and program compliance with established Federal, State, and County standards, ordinances, laws, codes, regulations, policies and procedures.

• Coordinates and directs personnel, resources and communications to meet identified County and public works service needs and assures effective and efficient division activities; collaborates with County management, departments, personnel, and with outside agencies in the development, implementation and evaluation of division programs, services, projects, strategies, policies, procedures, goals, and objectives.

• Supervises and evaluates the performance of division personnel; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to assure accuracy, completeness and compliance with established standards,
requirements and procedures establishes and maintains work schedules and priorities.

- Coordinates communications between department management, staff, other departments, outside organizations and the public; develops and implements special project plans in response to public concerns and complaints; directs organizational compliance; assures proper and timely resolution of issues and problems related to assigned public works services and activities; visits facilities to monitor activities and confers with personnel concerning division operations, activities, needs and concerns; coordinates, attends and conducts a variety of meetings as assigned; serves on various commissioners, committees, commissions and task forces as required; prepares and delivers oral presentations to committees, advisory boards, the general public, and the Board of Supervisors.

- Monitors and evaluates assigned services for progress, financial effectiveness, operational efficiency and capacity to meet program and public needs; participates in the research, development and implementation of Public Works services, systems, standards, practices, programs, policies and procedures to enhance division financial effectiveness, operational efficiency and capacity to meet public needs.

- Provides consultation to department management, other departments, personnel, outside agencies, and the public concerning division operations and related services; responds to inquiries, resolves issues and conflicts, and provides detailed and technical information concerning related standards, practices, guidelines, requirements, laws, regulations, goals, objectives, policies and procedures; maintains current knowledge of laws, codes, rules, regulations and pending legislation related to assigned programs and functions; modifies programs, functions and procedures to assure compliance with Federal, State, and County requirements.

- Manages and performs project management activities; plans and schedules projects; estimates and tracks costs; monitors project/program progress (scope, schedule, and budget); oversees the preparation of a wide variety of technical reports.

- Participates in the development and preparation of the annual budget for assigned division or services provided; analyzes and reviews budgetary and financial data;
controls and authorizes expenditures in accordance with established limitations; assists with obtaining grants and other funding as assigned; recommends adequate personnel and resource levels to meet division and department needs; develops and negotiates contracts.

EMPLOYMENT STANDARDS:

Knowledge of:

- Management of fiscal and program operations, functions, activities and services of assigned division of Public Works
- Theories, trends, principles, terminology, practices and techniques related to assigned area of specialty
- Principles and practices of management including program and project planning and evaluation functions
- Federal, State, and County standards, laws, codes, regulations, policies, procedures and requirements governing assigned public works programs and services
- Principles and practices of administration, supervision and training
- Budget preparation and control
- Effective oral and written communication and interpersonal skills
- Operation of a computer and assigned software
- Effective public relations techniques and presentation skills

Ability to:

- Strategically plan, organize and direct the operations, functions, activities and services of assigned division of Public Works
- Coordinate and direct personnel, resources and communications to meet identified County and Public Works service needs and assure effective and efficient activities
- Assure proper and timely resolution of issues and conflicts related to division
- Supervise and evaluate the performance of division personnel
- Participate in the research, development, implementation and evaluation of public works services, systems, standards, practices, programs, projects, policies and
procedures

- Provide consultation concerning division operations and related services
- Communicate effectively both orally and in writing
- Interpret, apply and explain rules, regulations, policies and procedures
- Establish and maintain cooperative and effective working relationships with others
- Operate a computer and assigned office equipment
- Plan and organize own work and work of others for successful results

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in a related field. (Job-related experience may substitute for the required education on a year-for-year basis.) In addition, four years of increasingly responsible professional-level experience performing a variety of administrative or fiscal activities -- two years of the required experience must be in a supervisory position.

A master's degree in Business Administration/Management, Public Administration, Finance, or Public Works related field may substitute for one year of the required non-supervisory experience.

LICENSES/CERTIFICATES:

A valid driver's license is required at the time of application. A valid CALIFORNIA driver's license is required at the time of appointment and must be maintained throughout employment.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential functions of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. If you have any questions regarding the duties or the working conditions of the
position, please contact the Human Resources Department at (805) 781-5959.

Adopted:

BOS Approved
TO: Civil Service Commission

DATE: April 26, 2017

FROM: Mark McKibben, Human Resources Analyst

SUBJECT: Revised Class Specification: Social Worker I, II, III, IV

RECOMMENDATION:
It is recommended that the Commission approve the revised Social Worker I, II, III, IV class specification as proposed.

DISCUSSION:
The County's Social Services Department (DSS) supports the citizens of the County by administering multiple programs within three categories: Adult Services (including In-Home Supportive Services and Adult Protective Services), Child Welfare Services (including Emergency Response, Family Reunification, Family Maintenance and Adoptions), and Participant Services (including CalFresh, CalWorks, Medi-Cal and General Assistance). The Department has approximately 500 staff members and has offices throughout the County.

Social Workers are assigned to both Adult Services and Child Welfare Services and perform a wide variety of tasks. Among other activities, County Social Workers: investigate reports of elder/dependent adult or child abuse, neglect and/or exploitation; assess the degree of immediate risk to adults/children and take action to minimize that risk; apply the principles and techniques of social work to evaluate and counsel individuals and families to assess their needs for services; refer individuals for a wide variety of services both within and outside of the Department; develop and monitor case plans; make home visits; and coordinate activities with other involved parties including relatives, health care providers and officers of the court.

The Social Worker class series specification was updated in January 2015. At that time, job-related private sector work was added as qualifying experience. Definitions of job-related educational fields and work experience were also added. An allowance for unrelated degrees with job-related experience was also added at the SW I level. The latest update resulted in complex minimum qualifications (MQ) with five different ways to qualify at each level in the series. This MQ pattern is confusing for applicants and staff, and has made HR’s review of minimum qualifications in the recruitment process onerous. Additionally, HR recently...
discovered that the new allowance for degrees unrelated to Social Work was not continued through the other levels in the series. This resulted in incumbents becoming ineligible to move through the remainder of the class series, without obtaining a related degree.

With a new Director in place, and a spring recruitment being planned, DSS and HR recently completed a review of the Social Worker class specification. The analysis of similar public agencies, revealed a wide array of MQ patterns. Some, only allowing a Bachelor’s degree in Social Work, others allowing a wide array of degrees supported by applicable job experience. DSS and HR Staff determined that minimum qualifications which require a combination of a variety of education and experience background was most appropriate for the County of San Luis Obispo.

The revisions provide a clearer minimum qualification pattern and remove the impediment for otherwise qualified incumbents, to incumbents to move through the class series.

**INTENDED RESULTS:**
The updated minimum qualification pattern is less complex, yet more inclusive that the previous version, resulting in a more comprehensive and competitive examination process.

**OTHER AGENCY INVOLVEMENT:**
The County Administrative Office, Department of Social Services and the San Luis Obispo County Employee Association support the revised specification as proposed.

**Attachments:**
DSS – Organizational Chart – highlighting SW allocations
Social Worker I, II, III, IV – Track Changes Version
Social Worker I, II, III, IV – Final Version
### MQ Pattern: Pattern A Pattern B Pattern C Pattern D Pattern E

<table>
<thead>
<tr>
<th>Educational Level</th>
<th>MQ Pattern</th>
<th>Pattern A</th>
<th>Pattern B</th>
<th>Pattern C</th>
<th>Pattern D</th>
<th>Pattern E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Worker or Related Degree</td>
<td>Social Worker or Related Degree</td>
<td>Bachelor's in any field</td>
<td>30/45 units in a related field (no degree)</td>
<td>Master's in SW or related</td>
<td>Master's in any field</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classification Level</th>
<th>Work Experience Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>SW I</td>
<td>None</td>
</tr>
<tr>
<td>SW II</td>
<td>1 yr SW I</td>
</tr>
<tr>
<td>SW III</td>
<td>1 yr SW II</td>
</tr>
<tr>
<td>SW IV</td>
<td>1 yr SW III</td>
</tr>
</tbody>
</table>

1. **Related Degrees (no additional exp required to enter as SW I)**

2. **Job related experience for all levels (as applicable)**
   Experience in a public or private agency which includes managing or supporting a caseload comprised of people with various types of social service problems, applying the laws, rules, and regulations governing the operation of social service agencies.

### SOCIAL WORKER RECRUITMENT 2016

<table>
<thead>
<tr>
<th>Degree</th>
<th>Number % of Total</th>
<th>Social Worker</th>
<th>Related</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masters</td>
<td>32 27.4%</td>
<td>10 8.5%</td>
<td>20 17.1%</td>
<td>2 1.7%</td>
</tr>
<tr>
<td>Bachelors</td>
<td>75 64.1%</td>
<td>8 6.8%</td>
<td>56 47.9%</td>
<td>11 9.4%</td>
</tr>
<tr>
<td>AA or HS</td>
<td>10 8.5%</td>
<td>15.4%</td>
<td>65.0%</td>
<td>11.1%</td>
</tr>
</tbody>
</table>

| Total | 117 100.0% | 18 15.4% | 76 65.0% | 13 11.1% |
Department of Social Services Organization Chart

ASSISTANT DIRECTOR - Sokol, Tracy 1 FTE

DIRECTOR - Collins, Lee 1 FTE

FTE ALLOCATION DISTRIBUTION

As of 1/8/2014

16 FTE

ASSISTANT DIRECTOR - Sokol, Tracy 1 FTE

DIRECTOR - Collins, Lee 1 FTE
HUMAN RESOURCES DEPARTMENT
SAN LUIS OBISPO COUNTY

SOCIAL WORKER I, II, III, IV

DEFINITION:
Classes in this series determine the need for social services; approve and directly provide social services to persons eligible for public services or vocational assistance services; and perform other related work as required.

As appropriate, Social Worker positions are allocated to county departments other than the Department of Social Services.

DISTINGUISHING CHARACTERISTICS:
Social Worker I: This is the entry-level position in the series. Incumbents work under supervision while learning departmental organization, concepts of social service programs, basic case study methods, casework services, and related vocational services through the performance of the representative duties described below. In most cases, incumbents are expected to complete California Common Core training requirements and may promote to Social Worker II after successful completion of twelve months of experience and meeting minimum qualifications.

Social Worker II: This is the journey-level position in the series. Under general supervision, incumbents perform all functions of the Social Worker I classification with more independence, demonstrating increased knowledge and proficiency.

Social Worker III: This is the advanced journey-level position in the series. Under
direction, incumbents perform all functions of the Social Worker II classification in
addition to demonstrating skill in working with teams using community resources.
Incumbents in this classification will train new social workers in day-to-day practices.

Social Worker IV: This is the highest level position in the series. Under direction,
incumbents have considerable latitude for independent judgment and have
experience in the areas of Child Welfare, Adult Services or In-Home Supportive
Services. The Social Worker IV classification performs all functions of the Social
Worker III classification, in addition to mentoring all Social Worker classifications in
aligning their practice with the Department mission and goals, exhibiting leadership
skills, and training staff as assigned. In some instances, State laws and regulations
may require incumbents to possess specific graduate degrees to meet program
requirements. May serve as lead worker or provide training or orientation to other
employees.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Applies the principles and techniques of social work to a caseload composed
  of people who have various types of services problems, providing information
  to applicants, clients, other service providers and the public about eligibility
  for services and available alternate resources; makes home visits in
  connection with casework assignments.
- Interviews clients, family members and other interested parties to assess
  needs for social services; gathers and evaluates information regarding
  employment history, housing situation, physical functioning, financial status,
capacity for independent living and availability of domestic services; evaluates clients' concerns and observes behavior; develops service plans and establishes case files.

- Counsels clients and families on available community resources, barriers to employment, independent living skills and other areas involving defined problems or concerns; explains procedures, rights and responsibilities.

- Assists clients in identifying and obtaining basic services needed for independent living; identifies and makes referrals to a variety of public and community agencies providing food, shelter, clothing, medical, educational and other services; schedules client appointments; acts as client advocate in obtaining services.

- Manages assigned caseload; prepares and maintains narrative and statistical reports, documents and correspondence regarding client status; documents case files and case records; prepares and serves legal documents; testifies in court; uses automated office equipment and computer systems including Child Welfare System/Case Management System or Adult Services databases and other personal computer applications, including word processing.

- Assesses suitability of board and care facilities or foster homes; explains program requirements to potential licensees; reviews applications of licensees and interviews potential licensees; conducts on-site visits to assess living conditions.

- Develops and carries out Child Welfare or Adult Services treatment case plans, for voluntary or court-related assigned caseloads; evaluates family behavioral adjustment and monitors client progress toward delineated objectives; counsels clients using a variety of counseling modalities.

- May investigate reports of child or elder/dependent adult abuse, neglect
and/or exploitation; assesses the degree of immediate risk to the child or
elder/dependent adult and takes necessary action to minimize the risk;
coordinates activity with other involved parties including relatives, school
personnel and officers of the court.

- Interprets the policies, rules and regulations of the department to applicants,
clients and others within the scope of his/her responsibility.

- Participates in staff development activities.

EMPLOYMENT STANDARDS:

Knowledge of:

All Levels:

- Socio-economic conditions and trends
- Basic principles of individual and group behavior
- Current issues in the field of social welfare
- Principles of interviewing and problem-solving methodology
- Automated office equipment
- Basic public social service programs on the Federal, State and local level
- Oral and written communication skills
- General principles of public assistance policies and programs

In addition, Social Worker II:

- Basic principles and techniques of interviewing and recording in social
casework
- Laws, rules and regulations governing the operation of the public social service
agencies
- Vocational counseling and barriers to employment such as substance abuse
or mental health issues

- Community organization and the social problems calling for the use of public and private community resources
- Basic principles involved in the nature, growth and development of personality and group processes

**In addition, Social Worker III:**

- Local socio-economic conditions
- Current problems and methodology in the field of public social service
- Principles related to family dynamics and dysfunction
- Principles of mentoring and training

**In addition, Social Worker IV:**

- Clinical implications of severe physical and mental health problems and their impact on child, adult and family functioning
- Principles of mentoring, training, leadership and work planning

**Ability to:**

**All Levels:**

- Support and follow departmental policies, goals, guiding principles, and Mission – Vision – Values Statement
- Act effectively and responsibly in stressful situations
- Obtain and recognize the relevant and significant facts
- Establish and maintain the confidence and cooperation of clients, co-workers and others from a variety of socio-economic and ethnic backgrounds
- Speak and write clearly and effectively
- Use automated office equipment
- Operate within appropriate confidentiality guidelines and within the National
Association of Social Workers’ Code of Ethics

- Interpret to the applicant, recipient or others, public social services programs, procedures and regulations
- Apply existing laws, rules and regulations to social service department operations
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Maintain a safe and orderly work area

**In addition, Social Worker II:**

- Analyze situations and adopt effective courses of action
- Develop skill in facilitation of team-based meetings, case recording, interpretation, group presentations and motivating clients

**In addition, Social Worker III:**

- Increased skill in facilitation of team-based meetings, case recording, interpretation, group presentations and motivating clients
- Accept and use consultative supervision
- Effectively analyze and assess client needs and develop appropriate case plans
- Utilize effective and appropriate interventions to assist clients in achieving case plan goals
- Train and mentor other employees

**In addition, Social Worker IV:**

- Provide consultation, education and information services to community or professional groups and individuals
- Train, mentor, lead and coordinate work of other employees
EDUCATION/EXPERIENCE:

Social Worker I: One of the following options:

A: Possession of a Bachelor's degree in Social Work OR B: Bachelor's degree in a closely related field (see examples below*) AND one year of case management services and/or experience providing services to adults and/or children with moderate to extreme needs within the public or private sector. OR C: Bachelor's degree in closely related field AND Master's degree in a closely related field. OR D: Bachelor's degree in any field AND two years of case management services and/or experience providing services to adults and/or children with moderate to extreme needs within the public or private sector.

A: Possession of a Bachelor's degree in Social Work or closely related degree (see below); OR B: Bachelor's degree in any field AND one (1) year social work experience (see below); OR C: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study AND four (4) years of social work experience.

Social Worker II: One of the following options:

A: Possession of a Bachelor's degree in Social Work AND one year of experience performing duties comparable to a Social Worker I (see example below of comparable experience). OR B: Bachelor's degree in Social Work AND Master's degree in a closely related field. OR C: Bachelor's degree in a closely related field AND two years of experience performing duties comparable to a Social Worker I. OR D: Bachelor's degree in a closely related field AND Master's degree in a closely related field AND one year of experience performing duties comparable to a Social Worker I. OR E: Two years of experience as a Social Worker I in San Luis Obispo County.
AND Bachelor's degree in a closely related field*.

A: Possession of a Bachelor's degree in any field AND one (1) year of experience equivalent to a Social Worker I with San Luis Obispo County; OR B: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study¹ AND two (2) years of experience equivalent to a Social Worker I with San Luis Obispo County

Social Worker III: One of the following options:

A: Possession of a Bachelor's degree in Social Work AND one year of experience performing duties comparable to a Social Worker II** OR B: Bachelor's degree in Social Work AND Master's degree in Social Work OR C: Bachelor's degree in a closely related field*, AND two years of experience performing duties comparable to a Social Worker II** OR D: Bachelor's degree in a closely related field* AND one year of experience performing duties comparable to a Social Worker II** OR E: Two years of experience as a Social Worker II in San Luis Obispo County AND Bachelor's degree in a closely related field*. A: Possession of a Bachelor's degree in any field AND one (1) year of experience equivalent to a Social Worker II with San Luis Obispo County; OR B: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study¹ AND two (2) years of experience equivalent to a Social Worker II with San Luis Obispo County. OR C: Master's Degree in Social Work Social Work or closely related degree¹; OR D: Master's Degree in any field AND one (1) year social work experience²
Social Worker IV: One of the following options:

A: Possession of a Bachelor's degree in Social Work AND one year of experience performing duties comparable to a Social Worker III** OR B: Bachelor's degree in Social Work AND Master's degree in Social Work AND one year case management services and/or experience providing services to adults and/or children with moderate to extreme needs within the public or private sector OR C: Bachelor's degree in a related field* AND two years of experience performing duties comparable to a Social Worker III** OR D: Bachelor's degree in a related field* AND Master's degree in a related field* AND one year of experience performing duties comparable to a Social Worker III** OR E: Two years of experience as a Social Worker III in San Luis Obispo County AND Bachelor's degree in a closely related field*.

A: Possession of a Bachelor's or Master's in any field AND one (1) year of experience equivalent to a Social Worker III with San Luis Obispo County.


Examples of Job-related experience comparable to the Social Worker I-IV series:

Prior or current experience in SLO County, another county, a public or private agency that requires the individual to demonstrate independence includes supporting or managing a caseload composed of people with various types of social service problems, by which requires the incumbent to apply properly applying the knowledge of laws, rules, and regulations governing the operation of
social service agencies.

**LICENSES/CERTIFICATES:**

A valid driver license is required at the time of application. A valid CALIFORNIA driver’s license is required at the time of appointment and must be maintained throughout employment.

**SPECIAL SUBCLASS RECRUITMENT:**

Recruitment for Social Worker positions may be conducted according to the program or in which a vacancy exists and the special licensures/educational/experience requirements of the position.

Recruitment for these positions may be conducted to include bilingual ability according to the needs of the department.

**OTHER CONDITIONS OF EMPLOYMENT:**

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

This class specification generally describes the duties and responsibilities characteristic of the position(s) within this class. The duties of a particular position within a multi-position class may vary from the duties of other positions within the class. Accordingly, the essential duties of a particular position (whether it be a multi-position class or a single-position class) will be identified and used by medical examiners and hiring authorities in the selection process. This information will also
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HUMAN RESOURCES DEPARTMENT
SAN LUIS OBISPO COUNTY

SOCIAL WORKER I, II, III, IV

DEFINITION:
Classes in this series determine the need for social services; approve and directly provide social services to persons eligible for public services or vocational assistance services; and perform other related work as required.

As appropriate, Social Worker positions are allocated to county departments other than the Department of Social Services.

DISTINGUISHING CHARACTERISTICS:
Social Worker I: This is the entry-level position in the series. Incumbents work under supervision while learning departmental organization, concepts of social service programs, basic case study methods, casework services, and related vocational services through the performance of the representative duties described below. In most cases, incumbents are expected to complete California Common Core training requirements and may promote to Social Worker II after successful completion of twelve months of experience and meeting minimum qualifications.

Social Worker II: This is the journey-level position in the series. Under general supervision, incumbents perform all functions of the Social Worker I classification with more independence, demonstrating increased knowledge and proficiency.

Social Worker III: This is the advanced journey-level position in the series. Under
direction, incumbents perform all functions of the Social Worker II classification in addition to demonstrating skill in working with teams using community resources. Incumbents in this classification will train new social workers in day-to-day practices.

Social Worker IV: This is the highest level position in the series. Under direction, incumbents have considerable latitude for independent judgment and have experience in the areas of Child Welfare, Adult Services or In-Home Supportive Services. The Social Worker IV classification performs all functions of the Social Worker III classification, in addition to mentoring all Social Worker classifications in aligning their practice with the Department mission and goals, exhibiting leadership skills, and training staff as assigned. In some instances, State laws and regulations may require incumbents to possess specific graduate degrees to meet program requirements. May serve as lead worker or provide training or orientation to other employees.

REPRESENTATIVE DUTIES:
(Not in order of importance)

- Applies the principles and techniques of social work to a caseload composed of people who have various types of services problems, providing information to applicants, clients, other service providers and the public about eligibility for services and available alternate resources; makes home visits in connection with casework assignments.
- Interviews clients, family members and other interested parties to assess needs for social services; gathers and evaluates information regarding employment history, housing situation, physical functioning, financial status,
capacity for independent living and availability of domestic services; evaluates clients’ concerns and observes behavior; develops service plans and establishes case files.

- Counsels clients and families on available community resources, barriers to employment, independent living skills and other areas involving defined problems or concerns; explains procedures, rights and responsibilities.

- Assists clients in identifying and obtaining basic services needed for independent living; identifies and makes referrals to a variety of public and community agencies providing food, shelter, clothing, medical, educational and other services; schedules client appointments; acts as client advocate in obtaining services.

- Manages assigned caseload; prepares and maintains narrative and statistical reports, documents and correspondence regarding client status; documents case files and case records; prepares and serves legal documents; testifies in court; uses automated office equipment and computer systems including Child Welfare System/Case Management System or Adult Services databases and other personal computer applications, including word processing.

- Assesses suitability of board and care facilities or foster homes; explains program requirements to potential licensees; reviews applications of licensees and interviews potential licensees; conducts on-site visits to assess living conditions.

- Develops and carries out Child Welfare or Adult Services treatment case plans, for voluntary or court-related assigned caseloads; evaluates family behavioral adjustment and monitors client progress toward delineated objectives; counsels clients using a variety of counseling modalities.

- May investigate reports of child or elder/dependent adult abuse, neglect
and/or exploitation; assesses the degree of immediate risk to the child or elder/dependent adult and takes necessary action to minimize the risk; coordinates activity with other involved parties including relatives, school personnel and officers of the court.

- Interprets the policies, rules and regulations of the department to applicants, clients and others within the scope of his/her responsibility.
- Participates in staff development activities.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

**All Levels:**

- Socio-economic conditions and trends
- Basic principles of individual and group behavior
- Current issues in the field of social welfare
- Principles of interviewing and problem-solving methodology
- Automated office equipment
- Basic public social service programs on the Federal, State and local level
- Oral and written communication skills
- General principles of public assistance policies and programs

**In addition, Social Worker II:**

- Basic principles and techniques of interviewing and recording in social casework
- Laws, rules and regulations governing the operation of the public social service agencies
- Vocational counseling and barriers to employment such as substance abuse
or mental health issues

- Community organization and the social problems calling for the use of public and private community resources
- Basic principles involved in the nature, growth and development of personality and group processes

**In addition, Social Worker III:**
- Local socio-economic conditions
- Current problems and methodology in the field of public social service
- Principles related to family dynamics and dysfunction
- Principles of mentoring and training

**In addition, Social Worker IV:**
- Clinical implications of severe physical and mental health problems and their impact on child, adult and family functioning
- Principles of mentoring, training, leadership and work planning

**Ability to:**

**All Levels:**
- Support and follow departmental policies, goals, guiding principles, and Mission - Vision - Values Statement
- Act effectively and responsibly in stressful situations
- Obtain and recognize the relevant and significant facts
- Establish and maintain the confidence and cooperation of clients, co-workers and others from a variety of socio-economic and ethnic backgrounds
- Speak and write clearly and effectively
- Use automated office equipment
- Operate within appropriate confidentiality guidelines and within the National
Association of Social Workers' Code of Ethics

- Interpret to the applicant, recipient or others, public social services programs, procedures and regulations
- Apply existing laws, rules and regulations to social service department operations
- Develop and maintain positive working relationships; communicate and work effectively with others
- Foster a spirit of teamwork and support when interacting with staff and others
- Maintain a safe and orderly work area

In addition, Social Worker II:

- Analyze situations and adopt effective courses of action
- Develop skill in facilitation of team-based meetings, case recording, interpretation, group presentations and motivating clients

In addition, Social Worker III:

- Increased skill in facilitation of team-based meetings, case recording, interpretation, group presentations and motivating clients
- Accept and use consultative supervision
- Effectively analyze and assess client needs and develop appropriate case plans
- Utilize effective and appropriate interventions to assist clients in achieving case plan goals
- Train and mentor other employees

In addition, Social Worker IV:

- Provide consultation, education and information services to community or professional groups and individuals
- Train, mentor, lead and coordinate work of other employees
EDUCATION/EXPERIENCE:

Social Worker I: One of the following options:

A: Possession of a Bachelor's degree in Social Work or closely related degree\(^1\) (see below); OR B: Bachelor’s degree in any field AND one (1) year social work experience\(^2\) (see below); OR C: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study\(^1\) AND four (4) years of social work experience.\(^2\)

Social Worker II: One of the following options:

A: Possession of a Bachelor’s degree in any field AND one (1) year of experience equivalent to a Social Worker I with San Luis Obispo County; OR B: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study\(^1\) AND two (2) years of experience equivalent to a Social Worker I with San Luis Obispo County.

Social Worker III: One of the following options:

A: Possession of a Bachelor’s degree in any field AND one (1) year of experience equivalent to a Social Worker II with San Luis Obispo County; OR B: 30 semester units or 45 quarter units from an accredited college or university, including 15 semester units or 22.5 quarter units in a closely related field of study\(^1\) AND two (2) years of experience equivalent to a Social Worker II with San Luis Obispo County OR C: Master’s Degree in Social Work Social Work or closely related degree\(^1\); OR D: Master’s Degree in any field AND one (1) year social work experience\(^2\)

Social Worker IV: One of the following options:

A: Possession of a Bachelor’s or Master’s in any field AND one (1) year of experience
equivalent to a Social Worker III with San Luis Obispo County.


2 Examples of Job-related experience:
Experience in a public or private agency that includes supporting or managing a caseload comprised of people with various types of social service problems, by properly applying the laws, rules, and regulations governing the operation of social service agencies.

LICENSES/CERTIFICATES:
A valid driver license is required at the time of application. A valid CALIFORNIA driver’s license is required at the time of appointment and must be maintained throughout employment.

SPECIAL SUBCLASS RECRUITMENT:
Recruitment for Social Worker positions may be conducted according to the program or in which a vacancy exists and the special licensures/educational/experience requirements of the position.

Recruitment for these positions may be conducted to include bilingual ability according to the needs of the department.
OTHER CONDITIONS OF EMPLOYMENT:

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

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