

## **INTEGRATED CASE WORKER III**

### **CLASSIFICATION DEFINITION**

Under general supervision, provides expert advice to case carrying staff to assist in the provision of a variety of public assistance benefits and employment services; assists in the management of integrated cases; performs specialized caseload management and employment assignments requiring an advanced level of technical knowledge in public assistance and employment services programs; serves as lead worker and expert resource to other staff; may carry a limited caseload of the more difficult cases; and performs related duties as required.

This is the lead and advanced working level in this series. Incumbents are expected to work independently and make decisions in accordance with established guidelines. Incumbents assist the unit supervisor in overseeing and guiding the work of unit staff. Incumbents perform a variety of eligibility, employment services appraisal, assessment, plan development, and specialized case management duties necessary to move clients from dependency to self-sufficiency within prescribed time limits. Incumbents serve as expert resource staff to assist management in developing, implementing and applying policies, procedures and methodologies related to employment services programs and assist with training of staff.

The Integrated Case Worker series differs from the Eligibility Worker series in that the Integrated Case Worker provides both determination of eligibility for public assistance and basic employability services. The Integrated Case Worker differs from the Employment & Training Worker series in that the latter's primary focus is in providing the full scope of employability services to eligible applicants.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents typically receive supervision from a Supervising Integrated Case Worker or a Human Services Supervisor I. Supervision may also be received from an Employment and Training Supervisor or a Social Worker Supervisor. An Integrated Case Worker III has no responsibility for supervising others, but may provide lead direction to other Integrated Case Workers.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Interviews, advises and guides a diverse population of clients to ascertain employability, isolate barriers to employment, evaluate need for and authorize public assistance benefits, and authorize ancillary benefits/services necessary to mitigate the impact of employment barriers
- Conducts complete appraisal of case records to assess clients' education, work experience, skills, abilities and job interest and attempts to match them with available employment opportunities
- Identifies and presents alternative solutions to client issues and problems such as

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transportation, financial needs, employee/employer relations, and in setting priorities

- Performs case studies to assess problems and develops appropriate types and methods of meeting client needs; participates in a multi-disciplinary team to develop an appropriate case treatment plan
- Provides guidance to case-carrying staff in the development of individual employment plans and recommends appropriate referrals to employment, training, and social services
- Maintains liaison with other department staff to ensure prompt, efficient provision of services or application of appropriate sanctions
- Leads and coordinates the work of other staff and serves as expert resource in one or more areas to guide and assist other staff in public assistance and employment services activities
- Interprets and explains regulations, rules, and policies to clients; apprises clients of their rights, responsibilities and eligibility for program participation
- May conduct field visits to monitor and investigate client progress and compliance with their employment and diversion from problems that hinder employability
- Facilitates, monitors, and schedules Focus Groups for participants in Job Search and Work Experience Sites
- Uses a computer to input client information through an automated system
- Organizes and manages client caseload, taking required action within specific time limits established by regulation and local policy
- Identifies clients who are not in compliance with employment plan and works with other staff to apply sanctions or to make other efforts to reconcile situation
- Serves as liaison with other service providers including other public agencies and professional staff
- Consults with and coordinates case management with other staff and service providers
- May consult with business, non-profit organizations, and public agencies to develop job opportunities including establishment of agreements and protocols for placement of clients
- Arranges for the administration and interpretation of vocational aptitude tests; researches labor market information
- Develops employment and training workshops
- Consults with businesses, service providers, educational entities and other organizations to identify pre-employment knowledge, skills and abilities necessary for effective transition to non-subsidized employment

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services
- General goals and purposes of public social services and public assistance programs
- In-depth interactive interviewing and information gathering techniques
- Laws, rules and regulations governing public funded employment and training programs

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- Customary practices used in employment training and job placement
- Hiring trends and practices in the private and public sector
- General theory and techniques in career planning, vocational guidance programs and employment guidance
- Standard office practices and procedures, including filing and operation of standard and automated office equipment including basic computer applications
- Record keeping principles and practices
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds

### **Ability to:**

- Read, apply, and explain complex regulations, procedures and policies governing public assistance and employment services programs
- Understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts
- Understand and apply methods and procedures for mitigation/reduction of barriers to employment
- Motivate clients
- Draw logical conclusions and make appropriate recommendations, independent judgments and decisions;
- Communicate clear and accurate information regarding clients, both orally in writing
- Organize and prioritize work assignments
- Maintain accurate and systematic records
- Prepare statistical and narrative reports
- Use automated technology to maintain records and files
- Train and guide other staff in the more complex activities
- Establish and maintain cooperative working relationships with fellow employees, clients, partners, outside agencies and the general public

### **MINIMUM QUALIFICATIONS (Education and/or Experience)**

Pattern 1: One (1) year of full-time experience as an Integrated Case Worker II

**OR**

Pattern 2: Six (6) months of full-time experience as an Integrated Case Worker II **AND** completion of 15 semester (22.5 quarter) units or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training.

**SPECIAL REQUIREMENT**

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

**DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

**History**

Date Established: 1/12/05