

09-40

**RECOMMENDED ACTION AND JUSTIFICATION:**

Approve the Human Services Department On-Call Coordinator job description, allocate one 50% permanent part-time position to Behavioral Health, set the salary at \$4,509.96-\$5,481.84 (aligned with the Social Worker Supervisor II), and assign the position to the MCMCO bargaining unit. Further, approve the On-Call Social Worker IV job description, assign it as an extra-help specialized classification, and set the hourly rate at \$20.83 (first step of Social Worker IV classification). Additionally, approve a \$350 monthly stipend for the On-Call Coordinator and On-Call Social Worker IV classifications. Approve the budget actions that coincide with this proposal. This action will be effective February 1, 2009.

The Human Services Department currently has an After Hours Crisis Response System. Calls that are received relating to child welfare and adult protective services are routed to the Sheriff's Office for a determination of whether the call should be routed to the After Hours Crisis team. Calls that are related to behavioral health issues are relayed to a Crisis Call Center in Alameda County, which the department contracts with, that have trained counselors who handle general crisis calls, while local staff respond to specific needs for resources or face-to-face assessments. Daytime staff of the Behavioral Health Division as well as the Child Welfare unit and Adult Protective Services unit of the Social Services Division has been cross-trained and are required to respond to after-hours crises or calls. They are minimally paid to be on-call and when a call comes in, they are paid at time and a half to respond to the after-hour calls. Because of limited staff, daytime staff is required to be on-call on a fairly regular basis. This is not only burdensome on daytime staff and supervisors, impacting their workday when they are called out in the middle of the night, but can have effects on client care when daytime appointments have to be cancelled or the clinicians are coming to work tired.

It is proposed that a new system be implemented in which an After-Hours Crisis Response Team consisting of a 50% permanent part-time On-Call Coordinator and two or more On-Call Social Worker IVs be employed by the department for the sole purpose of responding to crises relating to behavioral health, child welfare, and adult welfare. These positions would meet all of the necessary requirements for on-call workers in each of the three affected units and would be well-trained to assess and follow response protocols. When not coordinating calls, some of the responsibilities of the Coordinator position will include, but not be limited to 1) staffing cases with daytime staff, entering information in the Anasazi case management system, coordinating with management staff on work and personnel issues, and providing training to staff on issues that relate to on-call work. It is further proposed that a \$350 monthly stipend be implemented to attract qualified candidates to apply for these positions. This monthly stipend would apply only to the On-Call Coordinator and the On-Call Social Workers IVs. Although these on-call positions have similar qualifications to daytime positions and these daytime positions receive a monthly stipend in a different amount (\$700 or \$800 depending on qualifications), that stipend will not apply to the on-call positions.

Staff of the Human Services Department has indicated that there is no cost to the department to add a 50% permanent part-time On-Call Coordinator and extra-help On-Call Social Worker IVs as current budget appropriations can be redistributed to fund the proposed on-call system. Further, there is no impact to general fund dollars.

**BACKGROUND AND HISTORY OF BOARD ACTIONS:**

None on this action.

*See end of action for additional action request.*

**ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

Do not approve this action, however, a negative action would result in a continued burden on current daytime employees who respond to after-hour crises calls.

Financial Impact?  Yes  No Current FY Cost: \$15,250 Annual Recurring Cost: \$  
 Budgeted In Current FY?  Yes  No  Partially Funded  
 Amount in Budget: \$ \_\_\_\_\_ List Attachments, number pages consecutively \_\_\_\_\_  
 Additional Funding Needed: \$15,250 \_\_\_\_\_  
 Source: \_\_\_\_\_  
 Internal Transfer \_\_\_\_\_  
 Unanticipated Revenue \_\_\_\_\_ 4/5's vote  
 Transfer Between Funds  4/5's vote  
 Contingency \_\_\_\_\_ 4/5's vote  
 General  Other

**Job descriptions**  
**Union's letter of support**  
**Budget Action form**

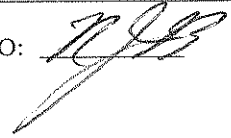
**CLERK'S USE ONLY:**

Res. No.: 09-40 Ord. No. \_\_\_\_\_  
 Vote - Ayes: 5 Noes: \_\_\_\_\_  
 Absent: \_\_\_\_\_  
 Approved  
 Minute Order Attached  No Action Necessary

**COUNTY ADMINISTRATIVE OFFICER:**

Requested Action Recommended  
 No Opinion  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

The foregoing instrument is a correct copy of the original on file in this office.  
 Date: \_\_\_\_\_  
 Attest: MARGIE WILLIAMS, Clerk of the Board  
 County of Mariposa, State of California  
 By: \_\_\_\_\_  
 Deputy

CAO: 

Approve budget actions transferring funding within the Social Services, Alcohol & Drug, Mental Health Services Act, Proposition 36 - Substance Abuse, and Employment & Community Development budgets to increase revenue and appropriations in the Behavioral Health budget unit to accommodate the new positions and on-call pay (\$15,250) 4/5ths vote

## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0501	661.02-30	Overtime			3,000
001	0501	661.02-40	On Call			3,000
001	0501	661.09-11	Transfer to MH/On-Call		6,000	
<b>TOTALS</b>					<b>6,000</b>	<b>6,000</b>

TRANSFER BETWEEN FUNDS					DEBIT	CREDIT
<b>TOTALS</b>					<b>0</b>	<b>0</b>

**ACTION REQUESTED: (Check all that apply)**

( ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies

(X ) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION**    Transfer out to fund new On-Call System in Mental Health.

DEPT HEAD SIGNATURE	DATE <u>1/6/09</u>
APPROVED BY RES NO. <u>09-40</u> CLERK <u>VG</u>	DATE <u>1-27-09</u>

DEPARTMENT <u>Social Services</u>	AUDITOR'S USE ONLY BA #
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## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0403	623.02-30	Overtime	AD103		500
001	0403	623.0481	Software	AD103		500
001	0403	623.09-12	Transfer Out to MH\On-Call	AD103	1,000	
<b>TOTALS</b>					1,000	1,000

TRANSFER BETWEEN FUNDS					DEBIT	CREDIT
<b>TOTALS</b>					0	0

**ACTION REQUESTED:** (Check all that apply)

( ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget, or transferring appropriation from Contingencies

(X ) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION**      Transfer of on-call budget to Mental Health 001-0402 to fund the new system.

DEPT HEAD SIGNATURE	DATE 1/6/09
APPROVED BY RES NO. 09-40      CLERK	DATE 1-27-09

Alcohol & Drug  
 DEPARTMENT      Human Services

AUDITOR'S USE ONLY

BA #

## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
343	0504	664.02-40	Stand by/Call Back	PRO190		1,000
343	0504	664.07-89	Transfer Out to MH\On-Call	PRO190	1,000	
<b>TOTALS</b>					1,000	1,000

TRANSFER BETWEEN FUNDS					DEBIT	CREDIT
<b>TOTALS</b>					0	0

**ACTION REQUESTED:** (Check all that apply)

( ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies

(X ) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION**      Transfer out to Mental Health to fund new On-Call System

DEPT HEAD SIGNATURE	DATE <u>1/6/09</u>
APPROVED BY RES NO. <u>09-40</u> CLERK <u>VG</u>	DATE <u>1-27-09</u>

Prop. 36 - Substance Abuse  
DEPARTMENT      Human Services

**AUDITOR'S USE ONLY**  
BA #

## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0402	309-1714	Transfer in - MHSA On-Call	MH120	(6,000)	
001	0402	309.17-15	Transfer in -SACPA On-Call	MH120	(1,000)	
001	0402	622-09-06	On-Call Coordinator	MH120	7,900	
001	0402	622.02-01	Extra Help	MH120	8,850	
001	0402	622.02-42	Non-PERS Incentive	MH120	2,100	
001	0402	622.02-43	PERS Incentive	MH120	1,050	
001	0402	622.03-01	Benefits	MH120	4,650	
001	0402	622.04-23	Transportation Clients	MH120		1,250
001	0402	622.04-24	Inpatient Contracts	MH120		3,000
001	0402	622.04-26	IMD Contracts	MH120		5,050
001	0402	622.09-11	Transfer in - Soc Serv & ECS/On-Call	MH120	(7,250)	
001	0402	622.09-12	Transfer in - AOD On-Call	MH120	(1,000)	
<b>TOTALS</b>					<b>9,300</b>	<b>9,300</b>

TRANSFER BETWEEN FUNDS				DEBIT	CREDIT
<b>TOTALS</b>				<b>0</b>	<b>0</b>

**ACTION REQUESTED: (Check all that apply)**

Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget, or transferring appropriation from Contingencies

Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION**    To fund the new On-Call System

DEPT HEAD SIGNATURE	DATE 1/6/09
APPROVED BY RES NO. 09-40      CLERK	DATE 1-27-09

Behavioral Health  
 DEPARTMENT    Human Services

**AUDITOR'S USE ONLY**  
 BA #

## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
410	0524	668.02-30	Overtime	MH63		2,000
410	0524	668.04-18	Professional Services	MH63		4,000
410	0524	668.07-91	Transfer Out MH/On-Call	MH63	6,000	
<b>TOTALS</b>					<b>6,000</b>	<b>6,000</b>

TRANSFER BETWEEN FUNDS				DEBIT	CREDIT
<b>TOTALS</b>				<b>0</b>	<b>0</b>

**ACTION REQUESTED: (Check all that apply)**

- ( ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies
- (X) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION To fund increased needs in medications and trainings.**

Transfer out is to fund the new On-Call System in 001-0402.

DEPT HEAD SIGNATURE <i>[Signature]</i>	DATE <i>1/6/09</i>
APPROVED BY RES NO. <i>09-40</i> CLERK <i>[Signature]</i>	DATE <i>1-27-09</i>

*Mental Health Services Act*  
 DEPARTMENT Human Services

AUDITOR'S USE ONLY BA #
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## BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0528	677.02-40	On Call			1,250
001	0528	677.09-11	Transfer to MH/On-Call		1,250	
TOTALS					1,250	1,250

TRANSFER BETWEEN FUNDS					DEBIT	CREDIT
TOTALS					0	0

**ACTION REQUESTED:** (Check all that apply)

- ( ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget , or transferring appropriation from Contingencies
  
- (X) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION**    Transfer out to fund new On-Call System in Mental Health.

DEPT HEAD SIGNATURE	DATE 1/16/09
APPROVED BY RES NO. 0940    CLERK	DATE 1-27-09

Employment & Comm. Dev.  
 DEPARTMENT    Human Services

**AUDITOR'S USE ONLY**

BA #





SERVICE EMPLOYEES  
INTERNATIONAL UNION  
CTW-CLC

**BAKERSFIELD**

1001 17th Street  
Bakersfield, CA 93301  
Phone: 661-321-4160  
Fax: 661-325-7814

**FRESNO**

5756 N. Marks Ave., #152  
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Fax: 559-261-9308

**REDWOOD CITY**

891 Marshall Street  
Redwood City, CA 94063  
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Fax: 650-365-7956

**SAN JOSE**

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Phone: 408-678-3300  
Fax: 408-954-1538

**SANTA CRUZ**

517B Mission Street  
Santa Cruz, CA 95060  
Phone: 831-824-9255  
Fax: 831-459-0756

**Hollister**

Fax: 831-636-0787

**SALINAS**

334 Monterey Street  
Salinas, CA 93901  
Phone: 831-784-2560  
Fax: 831-757-1863

**Watsonville**

Fax: 831-724-9095

**VISALIA**

1811 W. Sunnyside Ave.  
Visalia, CA 93277  
Phone: 559-635-3720  
Fax: 559-733-5006

**Hanford**

Fax: 559-582-3510

**Toll Free:**

1-877-SEIU-521

www.seiu521.org

January 9, 2009

Mariposa County Department of Human Services  
P.O. Box 99  
Mariposa, California 95338

Attn: James Rydingsword, Director

Re: Crisis Response Team

Dear Mr. Rydingsword:

Thank you for the information about the development of the new Crisis Response Team Unit being implemented for the Human Services Department. As I have indicated from our past discussions regarding the CRT, it would be the hope of our Local SEIU 521 Chapter to be creating new employment opportunities for our Community. We are aware that the position of Supervisor will be classified as a Permanent Part-Time (with benefits) position and that the 'on-call' workers would be drawn from a 'pool' of Retired or Mastered Degreed students, hired on as extra help. We also understand that this 'pool' will give Human Services the opportunity to recruit qualified applicants when job positions open up in the Mental Health field.

Thank you for keeping us apprised of the upcoming changes in Human Services. We value your understanding and consideration of the employees who work in this Department.

Sincerely,

Pam Hawkins, President, Mariposa Chapter  
SEIU Local 521

9



# COUNTY of MARIPOSA

P.O. Box 784, Mariposa, CA 95338 (209) 966-3222

BRAD ABORN, CHAIR  
JANET BIBBY, VICE CHAIR  
LYLE TURPIN  
KEVIN CANN  
JIM ALLEN

DISTRICT I  
DISTRICT III  
DISTRICT II  
DISTRICT IV  
DISTRICT V



MARIPOSA COUNTY BOARD OF SUPERVISORS

## MINUTE ORDER

*file  
w/ Res*

TO: JIM RYDINGSWORD, Human Services Director

FROM: MARGIE WILLIAMS, Clerk of the Board *MW*

SUBJECT: Approve the Human Services Department On-Call Coordinator Job Description, Allocate One Permanent Part-Time Position to Behavioral Health, set the Salary at \$4,509.96-\$5,481.84 (Aligned with the Social Worker Supervisor II) and Assign the Position to the MCMCO Bargaining Unit. Approve the On-Call Social Worker IV Job Description, Assign it as an Extra-Help Specialized Classification, and Set the Hourly Rate at \$20.83 (First Step of Social Worker IV Classification). Additionally, Approve a \$350 Monthly Stipend for the On-Call Coordinator and On-Call Social Worker IV Classifications. Approve the Budget Actions that Coincide with this Proposal. This Action will be Effective February 1, 2009. Approve Budget Actions Transferring Funding within the Social Services, Alcohol & Drug, Mental Health Services Act, Proposition 36 – Substance Abuse, and Employment & Community Development Budgets to Increase Revenue and Appropriations in the Behavioral Health Budget Unit to Accommodate the New Positions and On-call Pay (\$15,250) (4/5ths Vote Required)

RESOLUTION 09-40

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA

ADOPTED THIS Order on January 27, 2009

### ACTION AND VOTE:

Richard J. Benson, County Administrative Officer/Personnel/Risk Manager;  
Approve the Human Services Department On-Call Coordinator Job Description, Allocate One Permanent Part-Time Position to Behavioral Health, set the Salary at \$4,509.96-\$5,481.84 (Aligned with the Social Worker Supervisor II) and Assign the Position to the MCMCO Bargaining Unit. Approve the On-Call Social Worker IV Job Description, Assign it as an Extra-Help Specialized Classification, and Set the Hourly Rate at \$20.83 (First Step of Social Worker IV Classification). Additionally, Approve a \$350 Monthly Stipend for the On-Call Coordinator and On-Call Social Worker IV Classifications. Approve the Budget Actions that Coincide with this Proposal. This Action will be Effective February 1, 2009. Approve Budget Actions Transferring Funding within the Social Services, Alcohol & Drug, Mental Health Services Act, Proposition 36 – Substance Abuse, and Employment & Community Development Budgets to Increase Revenue and Appropriations in the Behavioral Health Budget Unit to Accommodate the New Positions and On-call Pay (\$15,250) (4/5ths Vote Required)

**BOARD ACTION:** Rick Benson presented information and the history of the proposal of this item and gave examples of the current process of Adult Protective Services and Child Welfare. Jim Rydingsword, Human Services Director, informed the Board of the behind the scenes work that staff has done including

policies, protocols, training and how to transition. He feels it will take a fair amount of time to transition if this is approved. He stated there was discussion with staff and the Union regarding this transition and they are on board. Discussion was held relative to the amount of calls on average per month and per year. It was noted there is a demand for an increased level of service in the community. Jim Rydingsword responded to questions from the Board relative to the affect the State Budget may have on this stating this will not be affected and they are currently putting together a 5-year plan that he expects to present to the Board in a couple of months. Jim Rydingsword responded to further questions from the Board relative to the Alameda program, a backup system, the majority of the calls being mental health issues, funding of this program and the stipend in regards to filling the position. Further discussion was held relative to the position and the job description.

Input from the public was provided by the following:

Eleanor Keuning commented that she assumes the cost of the Alameda program will be equal to what this will cost. She then commented that in other counties some job descriptions require certain hours including odd hours and doesn't know if that is the case in Mariposa County.

Pam Hawkins, President of Service Employees International Union Local 521, informed the Board that she has been working with Jim Rydingsword on this and believes this is the perfect solution and is in full support.

Jim Rydingsword stated that they spent a great deal of time with staff to ensure staff supports this. Supervisor Bibby stated she feels this may improve the immediate response time and could relieve deputies after working their regular scheduled hours of having to respond to calls in the evenings and on weekends. Supervisor Bibby requested a report be brought back to the Board on the status and the progress. She commented that she will be checking with the hospital and deputies also regarding the status. (M)Allen, (S)Turpin, Res. 09-40 was adopted approving the recommended action/Ayes: Unanimous.

Cc: Chris Ebie, Auditor  
Mary Hodson, Deputy CAO  
File

**HUMAN SERVICES DEPARTMENT ON-CALL COORDINATOR**

**DEFINITION**

Plans, organizes, and coordinates the After Hours Crisis Response System for the Mariposa County Human Services Department; provides crisis screening, response, and assessment for individuals and families in crisis; works as the liaison between the After Hours On-Call Team and management staff of Behavioral Health, Adult Protective Services and Child Welfare Services; and performs related duties and responsibilities as required.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Human Services Deputy Directors and the Human Services Director.

Exercises lead direction over the After Hours On-Call Response Team.

**EXAMPLES OF ESSENTIAL FUNCTIONS**

Provides crisis screening, response, and assessment for after-hours crisis calls from individuals or families either by telephone or face-to-face.

Provides case consultation to the Sheriff's Department, staff in the hospital emergency room, and other community agencies as needed.

Coordinates the schedules and activities of the After Hours On Call Team as they relate to crisis counseling.

Consults with and provides lead direction over the After Hours On Call Team.

Serves as liaison between the After Hours On Call Team and management in the divisions of Behavioral Health, Adult Protective Services and Child Welfare Services.

May serve as part of the On Call Team when necessary.

Ensures timely and ongoing communication, either verbally or in writing, between the After Hours On-Call Team and management of Behavioral Health, Adult Protective Services and Child Welfare Services.

Attends administration meetings as well as division staff meetings as necessary.

Prepares the appropriate and necessary documentation for each division.

Performs administrative and general office work as required, including preparing reports and correspondence, copy and filing documents, sending and receiving faxes, entering and retrieving computer data, etc.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

Social and psychological needs, problems, attitudes, and behavior patterns of individuals in crisis.

Dynamics of human behavior.

Principles, procedures, techniques, and trends of counseling, treatment, and casework services.

Various treatment and recovery approaches, including individual, group and family counseling.

Departmental policies and procedures as they affect client contact and interaction.

Departmental and community resources useful to clients served.

Community resources available for the treatment of clients.

Modern office practices and technology, including the use of computers for data processing and records management.

English usage, spelling, grammar and punctuation.

**Ability to:**

Apply departmental, rules, regulations, policies and procedures, and standards.

Assign, review and coordinate the work of others.

Perform skilled counseling on an individual/group basis.

Establish and maintain effective working relationships with clients, the community representatives and co-workers.

Develop and maintain the confidence and cooperation of clients and their families.

Maintain the confidentiality of client information.

Modern office practices and technology, including the use of computers for data processing and records management.

English usage, spelling, grammar and punctuation.

Maintain clear and accurate records and files.

**TYPICAL WORKING CONDITIONS**

Work is normally performed in an office environment. Interaction with clients requires adaptability when confronted with emergency, critical, unusual, or potentially dangerous situations. Potential exposure to infectious diseases.

**TYPICAL PHYSICAL REQUIREMENTS**

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights up to 25 pounds; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Education:**

Master's degree in Social Work or a Master's degree from a two year counseling program.

***Definition:*** Qualifying master's degrees from a two year counseling program are those which include a course of study with emphasis in vocational rehabilitation, family or marriage counseling, gerontology, or a closely related field. Qualifying two-year counseling degree programs must have included an internship or supervised fieldwork (minimum of 900 hours) and completion of approximately 45 semester or 67 quarter units of graduate level courses. Completion of all of the requirements for a Marriage and Family Therapist (MFT) license program may be substituted upon submission of verifying proof.

**Experience:**

None required.

**OR**

**Education:**

Graduation from an accredited college or university with a Bachelor's degree in Nursing .

**Experience:**

One year experience as a Registered Nurse which must have been in the practice setting of an acute care hospital specific to medical, surgical, or emergency room nursing, and/or an ambulatory primary care clinic.

**OR**

**Education:**

Graduation from an accredited college or university with an Associates' degree in Nursing.

**Experience:**

Three years experience as a Registered Nurse, two years of which must have been in the practice setting of an acute care hospital specific to medical, surgical, or emergency room nursing, and/or an ambulatory primary care clinic.

**Additional Requirements:**

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid out-of state driver's license if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.**

**ON-CALL SOCIAL WORKER IV**

**DEFINITION**

Under general direction, provides after-hours crisis services as part of the After Hours On-Call Team for the Mariposa County Humans Services Department; provides crisis screening, response, and assessment for individuals and families in crisis; consults with the After Hours On-Call Coordinator relative to the coordination of schedules activities as they relate to crisis counseling; and performs related duties and responsibilities as required.

**SUPERVISION EXERCISED AND RECEIVED**

Receives direction from the Human Services Department On-Call Coordinator, Deputy Director, or Director.

**EXAMPLES OF ESSENTIAL FUNCTIONS**

Functions at a highly skilled level in such areas as counseling, protective services, medical social work, family services, community organization and research.

Investigates and provides services to children where their physical or emotional welfare is involved such as cases of neglect, abuse, emotional or behavioral problems, physical or mental disabilities, or other health conditions.

Receives reports of elder and dependent abuse; investigates allegations by conducting interviews with victims and others.

Interprets and explains rules, regulations and policies to clients and applicants.

Maintains casework records and handles relevant correspondence.

Operates a personal computer and other office equipment.

Communicates effectively with others in person and over the telephone.

Analyzes data, interprets directions, procedures and regulations, and develops appropriate responses.

Performs job duties under stressful conditions.

Responds appropriately to situations.

Maintains confidential information in accordance with legal standards and/or County regulations.

Performs related duties as assigned.



**EMPLOYMENT STANDARDS**

**Knowledge of:**

Physical and mental health principles and the impact on the personality.

Local socio-economic conditions, trends, and current problems and methodology in the field of public social services.

Basic principles and techniques of interviewing and recording the social casework.

Laws, rules, and regulations governing the operation of the public welfare agency.

Community organizations and social problems calling for the use of public and private community resources.

Basic principles involved in the nature, growth and development of personality, and in-group processes.

Basic principles of individual and group behavior.

Current issues in the field of social welfare.

Principles of interviewing and problems-solving methodology.

Basic public welfare programs on the Federal, State, and local level.

General principles of public assistance policies and programs.

**Ability to:**

Apply the principles of child psychology and family relationships.

Evaluate personal psychological factors in the child and/or family's situation.

Act effectively in stressful situations.

Demonstrate skill in the more difficult casework areas.

Accept and use consultative supervision.

Analyze situations and adopt effective courses of action.

Apply existing laws, rules and regulations to department operations and interpret and explain to the applicant, recipient, or others public social services programs, policies, rules and regulations.

Develop skill in interviewing, case recording and interpretation.

Work constructively within a community setting and effectively use appropriate resources and services.

Understand and learn the agency programs, policy and procedures.

Obtain and recognize relevant and significant facts.

Organize and maintain work detail.

Relate and work well with agency staff, clients, and others.

Communicate effectively, both orally and in writing.

Establish and maintain client rapport on an individual basis.

Maintain confidentiality in accordance with legal standards and/or county regulations.

Use computers and related software.

Establish and maintain cooperative working relationships with agency staff, clients, and outside organizations

#### **TYPICAL WORKING CONDITIONS**

Work is normally performed in an office environment. Interaction with clients requires adaptability when confronted with emergency, critical, unusual, or potentially dangerous situations. Potential exposure to infectious diseases.

#### **TYPICAL PHYSICAL REQUIREMENTS**

Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights up to 25 pounds; use hands to finger, handle or feel objects, tools or controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

#### **MIMIMUM QUALIFICATIONS**

##### **Education:**

Master's degree in Social Work or a Master's degree from a two year counseling program.

***Definition:*** Qualifying master's degrees from a two year counseling program are those which include a course of study with emphasis in vocational rehabilitation, family or marriage counseling, gerontology, or a closely related field. Qualifying two-year counseling degree programs must have included an internship or supervised fieldwork (minimum of 900 hours) and completion of approximately 45 semester or 67 quarter units of graduate level courses. Completion of all of the requirements for a Marriage and Family Therapist (MFT) license program may be substituted upon submission of verifying proof.

**Experience:**  
None required.

**Additional Requirements:**

Possession of a valid California driver's license. Under certain circumstances, the Personnel Director may accept a valid out-of state driver's license if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

**This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.**