

## Staff Expectations- Social Workers (I, II, III)

(Revised 02/11/22)

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### Forms

The following form is referenced in this file:

- 04-129 Request for Case Support Services (CWS/CMS template)

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### Introduction

The role and function of a Social Worker (SW) can vary across program assignment and depend on classification (I, II, III). The following expectations are intended to provide a general framework for SW practice within CWS. They are meant to allow for the use of professional judgement, as well as individual variations in background, style, and personality. While variation is acceptable, a commitment to consistently demonstrating Live Well San Diego and Safety Enhanced Together (SET) core values, expectations, and behaviors is expected. This will ensure that every child, youth, family, and community partner can be assured. CWS is continually working towards the vision that every child grows up safe and nurtured.

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### Guidelines

SW's should only be used after other existing resources have been explored and exhausted (i.e. parents, caregiver, and support systems). The Protective Services Worker (PSW) will evaluate service needs carefully to determine the appropriate service provider before requesting a SW's assistance. It may be more appropriate for the PSW or caregiver to perform sensitive or critical service needs, such as transportation and support during evidentiary exams and diagnostic medical appointments. The following should be considered prior to making a referral for a SW's assistance:

- Community agencies providing similar services.
- Referrals for supervised visitation will include the appropriate setting for the level of supervision requested.
- Service referrals/cases on HVC, high risk with potential dangers such as risk of flight, violence, etc. See Highly Vulnerable Children Protocol for more information.

If approved by SW's Protective Services Supervisor (PSS), the assigned PSW will advise the SW with all of the potential dangers/risks.

The SW will assess ongoing service needs, such as supervised visitation and therapy appointments, on a regular basis. The caregiver will be encouraged to re-schedule appointments for a time when the caregiver is available to provide transportation services.

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## SWI Responsibilities

SW I primary responsibilities are to assist the assigned PSW in case management activities. These may include, but are not limited to the following:

- Transport children to their visitation, medical appointments, Court hearings, etc.
- Supervises visits between parents and children.
- Documents observation made during visitation.
- Follow up on progress in case plan services.
- Document all contacts and referrals provided to the family and service providers.
- Complete and submit referrals to services for parents and children.
- Translate conversations if language is a barrier for the Protective Services Worker.
- Assist with Indian Child Welfare Act Noticing and related tasks.
- Housing resource navigation and application assistance.
- Provide feedback to case carrying PSW's.
- Engage and effectively communicate with culturally diverse populations.

**NOTE:** SWI classification will not be assigned primary on any cases.

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## SW II and III Responsibilities

SW II and III responsibilities may include SWI assigned duties as listed above as well as their own assigned caseload. SW II and III have percentages of caseloads that they can be assigned to as primary. These percentages are below.

SW II	SW III
50%	75%

Case management duties include, but are not limited to:

- Write clear, concise case summaries, contacts, case plans, and court reports.
  - Make case recommendations to the court such as placement, services, etc.
  - Complete formal and informal assessments.
  - Attend multi-disciplinary meetings and consult on cases.
  - Complete in-person monthly contacts with children and parents.
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## Procedure

To request the assistance of a SW to assist a PSW refer to the following table below.

Step	Who	Action
1	PSW	Submit a Request for Case Support Services (04-129) to the PSS of the SW.  <b>NOTE:</b> If the referral is a request for an emergency service need, the assigned PSW will contact the PSS by telephone.
2	PSS	Evaluate the service referral for appropriateness and staff availability.

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**Procedure (cont.)** To request the assistance of a SW to assist a PSW refer to the following table below.

Step	Who	Action
3	PSS	<ul style="list-style-type: none"><li>• Assign the referral to a SW.</li><li>• Notify PSW if there is availability or if the referral is appropriate.</li><li>• Clarify with the PSW any unclear service referrals.</li></ul>

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**Mandated Reporter** In cases of suspected child abuse or neglect, SWs are Mandated Reporters who must immediately report any instances of suspected abuse by parents, caregivers and others while performing their job duties. SW's should immediately report any concerns to the primary PSW and PSS.

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**Alignment with SET** This policy aligns with SET [Value 1](#): Valuing the importance of relationships with children by collaborating with families to preserve and promote ongoing permanency and wellbeing. SET [Value 2](#): Creating opportunities to communicate and work together with resource families for the child's best interest. SET [Value 3](#): Enhancing the wellbeing of children by assisting in developing and maintaining lifelong connections within their communities.

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