

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : On-Call CPS Social Worker  
**Department:** Social Services  
**Revised** : August 2013

**Class** : Professional  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the On-Call CPS Social Worker classification.*

**GENERAL DESCRIPTION**

Advanced professional level social work providing emergency response to after hours 911 calls or community complaints for protective and investigative services for children who are alleged to be neglected and/or abused. Employee provides after hours on-call services and is primarily assigned to work in the field. Supervision is received from an administrative superior who reviews work through reports submitted and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Accepts emergency calls from 911 dispatch and members of the community to complete and screen CPS Intake referrals and to determine the needed agency response.

Investigates complaints of alleged neglect and abuse of children when a response is needed after normal business hours; evaluates situations and determines the need to take immediate action through safety planning or the removal of children from their homes often under very stressful conditions.

Works effectively with other community partners to address crisis situations including, but not limited to, law enforcement, area hospitals, shelters, mental health providers, and emergency placement providers.

Completes courtesy home visits and assessments for other counties and states.

**OTHER JOB FUNCTIONS**

Maintains a variety of records; prepares a variety of reports.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

**KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of social work theory, techniques, and practices, individual and group behavior, social problems, medical and mental illness, family dynamics, coping behavior, crisis intervention, and treatment of various medical and mental diseases and social issues.

Considerable knowledge of family and group dynamics and a range of intervention techniques.

Considerable knowledge of governmental and private organizations and resources in the community.

Considerable knowledge of the laws, regulations, and policies which govern the program.

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Skill in establishing rapport with alleged victims and in applying techniques of assessing psychosocial, behavioral, and psychological aspects of problems.

Ability to work in crisis situations where independent decision-making may often occur under pressure or in a hostile environment.

Ability to exercise considerable judgment in determining whether abuse or neglect has occurred, to what extent, and how it occurred.

Ability to supervise, train, or instruct lower-level social workers, students, or interns in the program.

Ability to establish and maintain effective working relationships with civic, legal, medical, social, and religious organizations.

Ability to express ideas clearly and concisely and to plan and execute work effectively.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work includes operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity is normally performed without blood or body fluid exposure but exposure may occur in an emergency. Personal protective equipment should be available and used if an emergency arises.

### **MINIMUM EXPERIENCE AND TRAINING**

Master's Degree in Social Work from an accredited School of Social Work in an accredited college or university and one year of human services experience in the areas of case management, assessment and referral, supportive counseling, intervention, psycho-social therapy and treatment planning; or a Bachelor's Degree in Social Work from an accredited School of Social Work in an accredited college or university and two years of directly related experience; or a Master's Degree from an accredited college or university in a counseling field and two years of directly related experience; or a Bachelor's Degree from an accredited college or university in a human services field and three years of directly related experience; or a Bachelor's Degree from an accredited college or university and four years of directly related experience; or an equivalent combination of education and experience. Half credit will be given for years of experience in Income Maintenance Casework up to a maximum of one year. A Master's Degree or Bachelor's Degree in Social Work with completion of the Child Welfare Collaborative Program will equal one year of work experience credit. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**