



POSITION: Social Worker III
DEPARTMENT: Department of Social Services
Grade: 30
Starting Salary: \$47,747.44
Position Number: 530026
Posted: June 3, 2025
Closing Date: June 20, 2025

GENERAL DEFINITION OF WORK:

The social worker in this position is employed by the Macon County Department of Social Services as an agent of the North Carolina Division of Social Services under the general administration of the Department of Health and Human Services. Specifically, the social worker works within the Social Work services unit of the Macon County Department of Social Services which provides direct services to clients. The Social Worker in this position is responsible for various duties associated with the Foster Care program. Primary duties consist of case management duties for children who are placed in the legal and/or physical custody of Macon County Department of Social Services by using North Carolina General Statutes, North Carolina Administrative Code, child welfare policy and rules set forth by the state and knowledge of the Foster Care program.

The agency operates Monday through Friday from 8:00 a.m. to 5:00 p.m. Regular work hours for this Social Worker III are anticipated to be from 8:00 am until 5:00 pm. The work week will consist of 40 hours. This social worker is required to be periodically on-call after-hours to respond to reports of child abuse, neglect or dependency, as well as to respond to calls concerning adults who are disabled and in need of protective services. The anticipated call rotation is a 7 day period once every 13 weeks, however, this can vary for a number of reasons (including staff turnover, leave time taken, etc.)

QUALIFICATION REQUIREMENTS: Master's degree in social work from an accredited school of social work; Bachelor's degree in social work from an accredited school of social work and completion of the Child Welfare Collaborative (Child Welfare positions only); Bachelor's degree in social work from an accredited school of social work and one year directly related experience; Master's degree in a human services field and one year of directly related experience; Bachelor's degree in a human services field from an accredited college or university and two years directly related experience; Bachelor's degree from an accredited college or university and three years of directly related experience. One year of work experience can be credited for completion of the social work collaborative.

ESSENTIAL FUNCTIONS:

1. Cases are assigned by the social work supervisor to social worker on the basis of specialty with all clients being residents of Macon County. However, the social worker must have knowledge of all child welfare services in the event that any other worker is unavailable.
2. The social worker in this position serves children of all ages up to age 21 and financial backgrounds. Children served by this worker are characterized as being at high risk due to allegations of being abused, neglected, or dependent and/or in temporary or substitute care when the child's biological parents or caretakers are unable to provide adequate care or protection for the child. These children may have a physical, mental or emotional disorders.

3. Foster care placement is temporary substitute care provided to a child who must be separated from his or her own parents or caretakers when the parents or caretakers are unable or unwilling to provide adequate protection and care. A child in foster care is a child for whom the Macon County Department of Social Services has legal custody and placement responsibility and for whom a licensed public or private child-placing agency may provide placement should the child not be placed with relatives.

Case Management

This includes assessment of needs and resources available for the family, the focus of treatment/therapy, and on-going intervention. This also includes a risk assessment of each child victim in the home and the initial assessment and evaluation of the parents or families needs, abilities, resources, motivation, reaction to agency involvement and potential for positive change (as reflected by goals mutually developed by the social worker and parent to remediate the condition which necessitated the department's involvement). This includes conducting school visits and home visits and making contacts with any individuals who have knowledge of the allegations. This also includes making whatever crisis intervention that is appropriate to insure the safety and protection of the child(ren). In carrying out this activity, this social worker must be able to adequately deal with complex and sensitive issues and to make life-changing decisions for clients/families.

Information and Referral/Community Liason

This includes providing general information to inquiries and identified needs enabling clients to access other resources to augment services available through the department.

Counseling/Therapy/Treatment/Crisis Intervention

The ongoing helping process beginning with the interviewing phase and continuing through the termination of the therapeutic relationship aimed at assisting the client to become self-sufficient and resume independent functioning.

Assessment/Evaluation/Goal Development

Initial assessment and evaluation of client needs, abilities, resources, motivation, reaction to agency involvement, potential for positive change as reflected by goals mutually developed by worker and client to remediate the condition which necessitated the department's involvement. These assessments are also used for preparation and delivery of court testimony.

The social worker in this position is mandated by state law to provide foster care services to children who are identified as being in need of these services due to substantiated reports of abuse (physical, sexual, or emotional), neglect, and/or dependency. The social worker's role is to rehabilitate and reunite families.

If child placement services are ordered by the court, they shall be provided to any child in the custody or placement responsibility of a local child welfare agency. The agency shall provide regular community awareness and public education programs on: recognizing and reporting abuse, neglect and dependency; and community coordination and cooperation in service provision.

Child placement services include but are not limited to:

- careful planning and decision making with the family about placement, when necessary;
- assessing children's needs to ensure appropriate placement and services;
- arranging and monitoring a placement appropriate to the child's needs;
- involving the kinship network to provide planning, placement and other support for the child and family;
- developing and arranging community-based services to support the child and family;
- collaborating with other community service providers working with the family to ensure continuity of services and to prevent duplication of services;
- referring the child and family to needed services, including clinical treatment;
- providing treatment services, as appropriate;

- preparing the child, the child's family, and the foster family for separation and placement, including negotiating and preparing visitation agreements;
- assessing family strengths and needs to determine the appropriate plan for service;
- providing ongoing risk assessment to determine risk to the child and to guide the case planning process;
- working with the family to develop and implement the Out of Home Family Services Agreement;
- monitoring and updating the Out of Home Family Services Agreement with the family;
- providing case planning and management;
- concurrent permanency planning with the family to develop alternative options to provide a permanent home for a child should reunification fail;
- helping the family meet Out of Home Family Services Agreement objectives by providing information, instruction, guidance and mentoring on parenting skills;
- providing counseling to the child and family to help the child and family cope with the grief resulting from the separation and placement;
- arranging medical examinations and other services for the child;
- ensuring that the child receives proper care during placement;
- maintaining contact with the family and others significant to the case;
- preparing for and participating in court proceedings;
- maintaining a close working relationship with the agency attorney for guidance in the legal process;
- periodically reviewing the Out of Home Family Services Agreement;
- preparing for and facilitating Permanency Planning Action Team meetings;
- providing transportation for children in foster care when needed and not otherwise available, including visits with parents, siblings, and relatives;
- providing Foster Care ages 18-21 services to youth aging out;
- ensuring that foster care placements across state lines are in compliance with the Interstate Compact on the Placement of Children;
- recruiting and assessing relatives and other kin as potential caregivers;
- involving foster parents in the planning and decision making for children in foster care;
- facilitating foster/adopt options for children and preparing foster/adoptive parents;
- preparing children for adoptive placements and maintaining life books; and
- maintaining the foster care case record and thorough documentation of case activities.

Consultation

Confer with state and regional personnel, supervisor, co-social workers, etc., in order to best meet client needs, and in compliance with General Statutes and program regulations.

Other Assigned Duties

Perform miscellaneous duties within the services unit as necessary or assigned by the social work supervisor or the director. In declared emergencies the worker's responsibilities will be delegated by leadership to include all necessary tasks. These duties preclude all normal leave and are without challenge with the exception of personal medical emergency. These duties include but are not limited to Red Cross Shelter management and other disaster related services. This will involve extended relief coverage, and major deviations from normal work hours as directed by management.

Case Load

It is suggested that this social worker carry a case load of no more than 15 children for foster care workers. However, other factors may impact this suggestion (vacancies, work load, etc.) When this social worker is able to carry a case load, he/she will be required to carry out day-to-day activities involved with children. This social worker is responsible for managing his/her time effectively and efficiently. The social work supervisor is available to staff cases individually with this social worker on an as needed basis. However, cases are generally staffed monthly with the social work supervisor and the foster care team.

Court and other legal matters

This social worker is often required to represent the department in court and legal matters. During the court process involving child(ren) that are in custody, this worker must complete all required legal documents, prepare and deliver court testimony, and consult with counsel as to the most appropriate legal actions based on the worker's involvement in the case. This worker may also be required to provide court ordered services to families. These provided services will be subject to court review at intervals specified by the district court judge.

1. Accuracy Required in Work:

This social worker will deal with complex, sensitive issues on a daily basis and will frequently be involved in making life-changing decisions for the child(ren) and clients with whom he/she is involved.

2. Consequence of Error:

This social worker is charged by law to insure the safety of children who have been reported as abused, neglected or dependent. This social worker will have a tremendous accountability for the safety of the child(ren) with whom he/she is involved. This social worker is responsible for using professional judgement in consultation with his or her supervisor as to the best plan for each child's safety while obtaining permanence for the child. (For example, if the social worker fails to implement an adequate protection plan for the child(ren), serious injury or, even death, could be the result). Under North Carolina Administrative Code unsatisfactory job performance can result in just cause for disciplinary action up to and including termination.

3. Instructions Provided to Employee:

This social worker will be trained by the social work supervisor and peers. This social worker will also be required to complete the pre-service training offered by the state before actually carrying a case load unless otherwise previously qualified. Under NC Law social workers are also required to receive 24 hours of annual ongoing training in areas such as; child development, family case planning, family dynamics, etc.

4. Guides, Regulations, Policies and References Used by Employee:

This social worker must comply with all North Carolina General Statutes pertaining to child welfare services. This social worker must also comply with the law, rule and policy set forth by the state. This social worker must also comply with departmental standards that may be in addition to those of the state. This social worker must also comply with interagency protocol and to comply with the Macon County Personnel Policy.

5. Supervision Received by Employee:

This social worker is evaluated yearly by social work supervisor. State Program Representatives consult and monitor services functions in collaboration with the supervisor. This employee must be able to prioritize workload and work independently as required.

6. Variety and Purpose of Personal Contacts:

This position represents the agency by contact with coworkers, county officials, state personnel, other county departments, and clients as a daily part of the job. This social worker is required to attend scheduled staff meetings with the social work supervisor (monthly). The staff meetings are held to monitor the helping process that is being delivered through services to the family and child(ren), to make case decisions and to evaluate when termination of services would be appropriate.

This social worker is also required to attend monthly Permanency Planning Action Review Team (P-PAT) meeting. This social worker responsibility is to represent the department, to make recommendations and to provide information concerning any given case. It is also the responsibility of this social worker to consider recommendations made from

the other professionals on the team and to incorporate those recommendations into the case decision making process in conjunction with the social worker supervisor.

7. Physical Effort:

Great physical effort is not necessarily a part of the job. Sitting for long periods of time may be required. Driving long distance; handling boxes, bags, etc., when moving foster children. This social worker may also carry small children.

8. Work Environment and Conditions:

Duties are carried out in the office of the department of social services, client homes, schools, court, jail and other appropriate meeting places assigned. The programs for which this social worker is responsible have specific mandated forms that must be completed. The approximate number of forms requiring completion is 50.

9. Machines, Tools, Instruments, Equipment, and Materials Used:

This social worker will frequently be required to use a computer, cellular telephone, telephone, and copy machine.

10. Visual Attention, Mental Concentration, and Manipulative Skills:

The work that is required of this social worker can be considered strenuous both physically and mentally due to the amount of overtime involved in crisis intervention and the work conditions and weather conditions in which this intervention must be provided. This social worker is required to ensure that social workers meet various appropriate timeframes, whether or not weather conditions are bad. This social worker must have the ability to drive long distances with or without being accompanied with a hostile child client. This social worker must also be able to traverse areas where a car cannot be driven due to the condition of the road or because there is no road in existence. Also, this social worker must be capable of carrying small children for various reasons pertaining to job-related duties.

11. Safety for Others:

This social worker will deal with complex, sensitive issues on a daily basis and will frequently be involved in making life-changing decisions for the child (ren) and clients with whom he/she is involved.

KNOWLEDGE, SKILLS, AND ABILITIES:

It is essential for this social worker to have knowledge of the following to adequately perform the duties outlined in this social worker position:

1. Human behavior
2. Interviewing techniques
3. Child development
4. Abnormal psychology
5. Family dynamics
6. Phases of the helping/therapeutic process
7. Intervention planning
8. Problem identification
9. Theories and methods of casework or group work
10. Programs and services provided within the department and the administrative requirements of each

It is essential for this social worker to possess the following skills and abilities to adequately perform the duties outlined in this social worker position:

1. Ability to function appropriately under adverse conditions
2. Ability to make risk assessments, social assessments and to develop protection plans
3. Awareness of community resources relevant to meet identified needs of clients
4. Ability to organize and prioritize work requirements to meet designated responsibilities
5. Skill in discussing sensitive, emotional subjects in a non-threatening, supportive manner
6. Skill in gaining a client's trust
7. Skill in mediating between conflicting parties
8. Ability to articulate and write clearly and expressively
9. Ability to prepare legal documents
10. Ability to use manuals and other consultation sources for guidance

Ability to relate as a professional participant within an agency. Thorough knowledge of social work principles, techniques, and practices, and their application to complex casework, group work, and community problems. Considerable knowledge of a wide range of medical, behavioral, and/or psychosocial problems and their treatment theory. Considerable knowledge of family and group dynamics and a range of intervention techniques, governmental and private organizations, and resources in the community, laws, regulations, and policies which govern the program. General knowledge of the methods and principles of casework supervision and training. In certain settings, considerable knowledge of medical terminology, disease processes and their treatment as they relate to decisions regarding clinical interventions and appropriate therapies based on medical or psychological diagnosis. Skill in establishing rapport with a client and in applying techniques or assessing psychosocial, behavioral, and psychological aspects of client's problems. 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 members of case load and their families, as well as civic, legal, medical, social, and religious organizations. Ability to express ideas clearly and concisely and to plan and execute work effectively.

EDUCATION AND EXPERIENCE: Master's degree in social work from an accredited school of social work; Bachelor's degree in social work from an accredited school of social work and completion of the Child Welfare Collaborative (Child Welfare positions only); Bachelor's degree in social work from an accredited school of social work and one year directly related experience; Master's degree in a human services field and one year of directly related experience; Bachelor's degree in a human services field from an accredited college or university and two years directly related experience; Bachelor's degree from an accredited college or university and three years of directly related experience. One year of work experience can be credited for completion of the social work collaborative.

SPECIAL REQUIREMENT: Valid State Driver's License.

HOW TO APPLY:

A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center
23 Macon Avenue
Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734 and must be submitted on or before the closing date. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER

All prospective employees are subject to a criminal background check