

State of North Carolina Office Of State Personnel Position Description Form (PD-102R-92)		Approved Classification: _____ Effective Date: _____ Analyst: _____ <i>(This Space for Personnel Dept. Use Only)</i>	
1. Present Classification Title of Position Social Worker II	7. Present Position No.	Proposed Position No.	
2. Usual Working Title of Position OBCM/CC4C Social Worker/Supervisor	8. Dept., University, Commission, or Agency Caswell County Health Department		
3. Requested Classification of Position Social Worker II	9. Institution and Division Caswell County Health Department		
4. Name of Immediate Supervisor Jennifer Eastwood, MPH	10. Section and Unit Public Health – Personal Health – Child/Maternal Health		
5. Supervisor’s Position Title & Position No. Health Director	11. Street Address, City and County 189 County Park Rd., Yanceyville, Caswell County		
6. Name of Employee	12. Location of Workplace, Building & Room No. Yanceyville, NC 27379		

CERTIFICATION: Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor’s Certification: I certify that:

- a) I am the Immediate Supervisor of this position; and
- b) I have provided a complete and accurate description of responsibilities and duties; and
- c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee’s Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: _____ Title: _____ Date: _____

Section or Division Manager’s Certification: I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Department Head or Authorized Representative Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: Health Director Date: _____

I. Introduction

- A. Primary Purpose Of Organizational Unit:

1. The purpose of the Caswell County Health Department is to protect the health and welfare of citizens of Caswell County and to meet the county's health needs through direct services, research and evaluations, and community partnerships.
 2. The purpose of the Personal Health unit is to provide public health services for Caswell County residents which allows for the prevention of disease, disability, and the promotion and maintenance of the optimum degree of health and wellness. Emphasis is focused on meeting the physical, emotional, social, and economic needs of the clients who present to the health department for services through coordinated efforts of the health care team, including other allied health and social agencies
- B. Primary Purpose Of Position:
1. The primary purpose of the Pregnancy Care Management/Care Coordination for Children(OBCM/CC4C) is to provide a system of case management for identified, at-risk infants, toddlers, and children up to age five, and pregnant women. This position must coordinate services and resources necessary to respond to the needs of these individuals and families.
 2. The OBM/CC4C performs psycho-social assessments, develops service plans, and provides direct services and follow-up to a case load of patients enrolled in these programs.
- C. Work Schedule:
1. Monday – Friday
 2. 08:00 – 17:00
 3. 1 hour for lunch
 4. After 17:00 and weekends as need arises
 5. 24/7 availability in the event of a public health emergency
- D. Change In Responsibilities Or Organizational Relationships:
1. Caseloads have increased for OBCM and CC4C.
 2. This position will be subject to change as the Health Director, Nursing Supervisor, or Clinical Director identifies additional responsibilities or as organizational change occurs

II. Responsibilities and Duties

- A. Description Of Responsibilities And Duties: *(In order of importance)*
1. Care Coordination for Children (CC4C)
 - a. Relative importance of this responsibility or duty
 - 1) Essential Service: Yes
 - 2) Estimated Percent of Time: 50%
 - b. Provide coordination of variety of services to child and child's family which can include:
 - 1) Developmental testing
 - 2) Health care visits
 - 3) In-home training for developmental delays
 - 4) Referral for family and funding sources needed for treatments
 - c. Receive referrals from
 - 1) Nurses or social workers where patient is in newborn nursery
 - 2) Patient's physician, PCP/Medical Homes
 - 3) Health Department workers community programs
 - 4) Early intervention
 - 5) Parente/ friends
 - 6) Specialist

- 7) Hospital Staff
- 8) CCNC CM/other CCNC programs
- 9) Social Workers
- d. Develop, monitor, and update Plan of Care and maintain case records. The CC4C CM and parents of patient will serve as the base of the CC4C Team. Other members may include:
 - 1) Public health nurses
 - 2) Nutritionists
 - 3) Day care teachers
 - 4) Developmental Evaluation Centers
 - 5) Parent and Child Trainers
 - 6) Services for the Blind/Sickle Cell/Genetics Counselors
 - 7) School Health and other professional evaluators (ex. Speech Therapy, etc.)
 - 8) Medical Providers
- e. Counsel parent/guardian of patient on alternatives for Plan of Care for client. This includes providing or obtaining social and grief counseling to parents relating to child with special needs.
- f. Maintain a caseload as determined by Contract Addendum and/or Health Director
- g. Function as community liaison for other county programs doing similar work with at-risk children and serve as a consultant with these agencies for their clients
- h. Participate in Local Interagency Coordinating Council (LICC) to ensure that efforts to identify and serve children at-risk or diagnosed with developmental delays are continued.
- i. After consultation with immediate supervisor and Health Director act as a representative for Health Department in court or legal matters for a patient that has received CC4C services
- 2. Pregnancy Care Management (OBCM)
 - a. Relative importance of this responsibility or duty
 - 1) Essential Service: Yes
 - 2) Estimated Percent of Time: 45%
 - b. Perform periodic assessment/evaluation to develop, monitor, and update Plan of Care and maintain case records
 - c. As needed, assist patients in obtaining services needed for her pregnancy or designate another discipline with expertise in a particular field of need.
 - d. Provide educational counseling focused on patient needs
 - e. Maintain patient case until two months postpartum. Case review will be monitored periodically by team members and state authorities as designated by NC program guidelines.
 - f. Serve as community liaison for the patient in obtaining services that may affect the outcome of her pregnancy.
 - g. After consultation with immediate supervisor and Health Director, act as a representative for the Health Department in court or legal matters for a patient that has received OBCM services
- 3. Administrative Duties
 - a. Relative importance of this responsibility or duty
 - 1) Essential Service: Yes

- 2) Estimated Percent of Time: 5%
- b. Participate in continuing education programs and utilize information related to areas of practice
- c. Assist with in-house audit program reviews and implement necessary changes to improve clinic services
- d. Complete Annual OSHA required training annually, including Blood-borne Pathogen Training
- e. Attend state-required courses pertaining to areas of practice
- f. Attend meetings and educational conferences/workshops as recommended by supervisor and adhere to agency policies related to educational requests
- g. Represent agency on community boards and committees as assigned by Nursing Supervisor or Health Director
- h. Participate in staff and team meetings
- i. Read journals, e-mails, memos, state and federal correspondence, manuals, literature and present information to staff for review
- j. Participate in community health fairs/health screenings
- k. Assist in the coordination of clinic schedules with Provider(s)
- l. Other duties as assigned

B. Other Position Characteristics

1. Nature And Degree Of Accuracy Required In Work:
 - a. Job accuracy is essential in observation, evaluation, and determination of patient/family needs and development of a workable Plan of Care to achieve mutually desired goals.
 - b. These goals must be flexible as individuals/family situations change
 - c. Early intervention must be the only barrier in preventing permanent disability
2. Consequence Of Error Or Greatest Potential Effect On The Organization:
 - a. Errors by the OBCM/CC4C can result in problems affecting the social, psychological, and emotional health of patients and their families.
 - b. Errors or lack of knowledge regarding regulations could result in reimbursement denials.
 - c. Significant errors can effect Caswell County Health Department's reputation, effectiveness, and endanger the funding it receives.
 - d. Significant errors can result in possible litigation against the employee and/or the agency.
3. Type Of Instructions Provided To Employee:
 - a. The employee will attend training workshops conducted on the state level, as well as receive orientation to the county and the health department as required of all new employees
 - b. Instructions provided to the employee are generally verbal or written from the Nursing Supervisor, Clinical Director, and/or Health Director
 - c. Much of the OBCM/CC4C's work is done independently.
 - d. The employee will receive annual staff development as required by OSHA and will participate in the Annual Respiratory Training Program
 - e. In the event of a public health emergency, the employee will receive "Just-in-time" training once he/she arrives on site.
4. Guidelines, Regulations, Policies And References Used By Employee:
 - a. Caswell County government employee handbook

- b. Caswell County Health Department Policies and Procedures
 - c. North Carolina Pandemic Flu Plan
 - d. National Response Plan
 - e. OSHA Regulations
 - f. Caswell County Emergency Response Plan
 - g. NC Child Services Coordination Policies
 - h. NC Maternal Health Policies
 - i. Medicaid bulletins for CC4C
 - j. Medicaid bulletins for OBCM
5. Supervision And Observation Of Work Received By Employee:
- a. Much of the OBCM/CC4C's work is done independently
 - b. The OBCM/CC4C must coordinate with the Child Health and Maternal Health Program Coordinators, as well as the clinic director
 - c. This position is supervised by the Nursing Supervisor I and/or Health Director
 - d. Any information publicly distributed (ex. Newspaper articles, program brochures, etc.) must be approved by the agency's Public Information Officer (PIO), the Health Director. If the Health Director is unavailable the Health Educator serves as back-up PIO. This also applies to interviews granted to the media or public.
6. Variety And Purpose Of Personal Contacts:
- a. This position requires daily contact with health department staff and patients
 - b. Requires frequent communication with other county agencies, community organizations and groups (ex. DSS, Caswell County Schools, Medical Providers)
 - c. Sensitive issues must be discussed and confidentiality is imperative.
7. Physical Effort:
- a. The essential function of this job requires frequent travel to patient's homes and requires be able to move around health department on a daily basis and occasionally to enter public or private facilities that may not be handicap accessible.
 - b. It also requires the ability to:
 - 1) Use a computer and telephone on a daily basis
 - 2) Office work may require sitting for extended periods of time
 - 3) Travel to meetings locally and occasionally statewide—sometimes requiring overnight stay.
 - c. Lifting CC4C patients may be necessary for assessment and evaluation or teaching parents how to perform these tasks.
 - d. Lifting and carrying equipment and supplies from the health department to the car and from the car to the patient's home is sometimes necessary. This may require carrying while climbing steps.
 - e. Home visits may require extended periods of time in a motor vehicle.
8. Work Environment And Condition:
- a. The Caswell County Health Department is a two-story, climate controlled building that is not completely handicap accessible with stairs (no elevator) to reach the other floor.
 - b. This position requires home visits, that are often made in inclement weather and requires driving on both primary and secondary roads
 - c. Home visits are sometimes unsafe and animals may present a hazard.

- d. The CCHD Clinic is often a face-paced environment.
 - e. The issues dealt with in this position are often highly sensitive and may result in angry or emotional clients or families
 - f. This position requires frequent contact with the public which may lead to exposure to tobacco smoke, perfumes, or other irritants. Likewise, interaction with the public has the potential for infectious disease concerns.
 - g. During a public health emergency, being exposed to the elements or various hazards may be necessary
9. Machines, Tools, Instruments, Equipment And Materials Used:
- a. Computer with a Windows OS
 - b. Email, Internet, word processing and spreadsheet programs, EZ Scheduler, SMIS
 - c. Telephone with voicemail
 - d. Fax Machine
 - e. Copier/Scanner/Printer
 - f. ASQ Screenings
 - g. Bright Futures Guidelines
 - h. Audiovisual equipment
 - i. Motor Vehicle
10. Visual Attention, Mental Concentration And Manipulative Skills:
- a. Excellent mental and observation skills are necessary to provide assessments, determine needs, and provide plan to meet mutual goals with client and family.
 - b. Must be able to concentrate in distracting environments such as client homes and busy clinics.
 - c. Must use manipulative skills for assessment and evaluation purposes.
 - d. Visual attention is necessary when reading instructions and guidelines, documenting reports and data, preparing verbal and visual presentations, and developing media/promotional materials
11. Safety For Others:
- a. Safe use of a motor vehicle
 - b. Employee should use universal precautions when necessary
 - c. Employee should participate in annual respiratory training program and be fit tested for masks.
 - d. Employee will ensure the confidentiality of patient information.
 - e. This position makes home visits to patients and has an obligation to report any unsafe living conditions, or abuse/neglect to the proper authorities
12. Dynamics Of Work:
- a. Must be an effective team player, flexible, and have the ability to change at a moment's notice if public health emergencies occur.
 - b. The employee must be able to function in various settings including patient homes, provider's offices, and the Health Department.
 - c. Flexibility will be determined by the needs of the community and the patients served.
 - d. In the event of a public health emergency the employees role may change
 - e. This position will be subject to change as the Public Health Director or Nursing Supervisor identifies additional responsibilities or as

- organizational changes occur.
13. First Responder Duties
 - a. Public Health is a first responder agency for natural disasters (e.g. hurricanes, tornadoes, floods, winter storms), naturally occurring infectious disease outbreaks (e.g. influenza, SARS), technological hazards (hazardous materials releases, critical infrastructure disruptions), and terrorist incidents. This position, like all other positions within the Caswell County Health Department may be required to participate in emergency response activities as deemed necessary by the Caswell County Health Director or his/her designee. Availability during emergencies and exercises is required.

III. Knowledge, Skills, & Abilities And Training & Experience Requirements

A. Knowledge, Skills And Abilities:

1. Considerable knowledge of social work principles, techniques, and practices and their application to specific case work, group, and community problems
2. Considerable knowledge of governmental and private organizations and resources in the community
3. Considerable knowledge of behavioral and socioeconomic problems and their treatment
4. Working knowledge of data entry and word processing
5. Familiarity with cultural traditions and perceptions and sensitivity to cultural differences
6. Familiarity with medical terminology
7. Effective written and verbal communication skills
8. Effective organizational skills
9. Possess strong problem solving skills
10. Ability to communicate with people from various professions, backgrounds, and cultures with tact and diplomacy
11. Ability to use telephone, copier, calculator, fax machine and other office equipment as needed
12. Ability to prioritize tasks and manage time effectively
13. Ability to address a wide variety of health and social issues
14. Ability to interpret the needs of clients and convey those needs to health care providers

B. Training and Experience Requirements

1. Required Minimum Training:
 - a. BS Degree in Social Work from an accredited school of social work, or
 - b. BS Degree in Human Services field from an accredited college or university and one year directly related experience, or
 - c. BS Degree from an accredited college or university, and two years of directly related experience
 - 1) Case management
 - 2) Assessment and referral
 - 3) Supportive counseling
 - 4) Intervention
 - 5) Psychosocial therapy
 - 6) Treatment planning

C. License Or Certification Required By Statute Or Regulation:

1. Employees who are required to drive in the performance of their job duties must

show proof of a valid driver's license.

IV. Organizational Chart

A. Please Attach An Organizational Chart With The Following Information:

1. Name Of Division And Department
2. Names Of Units In The Organization
3. All Permanent EPA And SPA Employees
4. Position Numbers, FTE, Salary Grade And Classification Titles
5. Solid Lines Indicating Direct Supervisory Relationships
6. Date Chart Was Prepared
7. Signature Of Division Or Section Manager

SUPPLEMENTAL INFORMATION FOR ADA COMPLIANCE
Checklist For Determining The General Physical Requirements, Physical Activities,
Visual Acuity, And Working Conditions Of Staff Positions

Position Title: Social Worker II Position #: _____

Check the letters that correspond with the physical aspects of the essential functions of the position. Essential functions are the fundamental job duties, meaning the position exists to perform the function; there are a limited number of employees among whom the performance of the function can be distributed; and/or the incumbent is hired for expertise or ability to perform the function due to its high specialization. The Americans With Disabilities Act of 1990 (ADA) and associated Federal regulations protect qualified individuals with disabilities from discrimination in all areas of employment. To be considered qualified, an individual must be able to perform the essential functions of a position, with or without reasonable accommodation. It is important that the physical tasks associated with the essential functions be identified appropriately so that persons with disabilities can determine if any accommodation is necessary.

I. GENERAL PHYSICAL REQUIREMENTS - Please check the ONE description of general physical requirements that best describes the work requirements of the position:

- A. Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- B. Light work: Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
- C. Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- D. Heavy work: Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- E. Very heavy work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

II. PHYSICAL ACTIVITIES - Please check ALL physical activities that apply to the essential functions of the position. Only check an activity if it is a required part of the job:

- A. Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. Only check this activity if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- B. Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Only check this activity if the amount and kind of balancing required exceeds that required for ordinary locomotion and maintenance of body equilibrium.
- C. Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- D. Kneeling: Bending legs at knee to come to a rest on knee or knees.
- E. Crouching: Bending the body downward and forward by bending leg and spine.
- F. Crawling: Moving about on hands and knees or hands and feet.
- G. Reaching: Extending hand(s) and arm(s) in any direction.

- H. Standing: Particularly for sustained periods of time.
- I. Walking: Moving about on foot to accomplish tasks; only check this activity if walking is required for long distances or moving from one work site to another.
- J. Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- K. Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
- L. Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Only check this activity if it occurs frequently and requires the substantial use of the upper extremities and back muscles.
- M. Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- N. Grasping: Applying pressure to an object with the fingers and palm.
- O. Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- P. Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Q. Hearing: Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication, and make fine discriminations in sound.
- R. Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.

III. VISUAL ACUITY - Please check the ONE description of visual acuity requirements (including color, depth perception, and field of vision), that best describes the requirements of the position:

- A. The worker is required to have close visual acuity to perform an activity such as:
 1. preparing and analyzing data and figures;
 2. transcribing;
 3. viewing a computer terminal;
 4. expansive reading;
 5. visual inspection involving small defects, small parts and/or operation of machines (including inspection);
 6. using measurement devices; and/or
 7. assembly of fabrication of parts at distances close to the eyes.
- B. The worker is required to have visual acuity to perform an activity such as:
 1. operating machines such as lathes, drill presses, power saws and mills where the seeing job is at or within arm's reach;
 2. performing mechanical or skilled trades tasks of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc.
- C. The worker is required to have visual acuity to operate motor vehicles or heavy equipment.
- D. The worker is required to have visual acuity to
 1. determine the accuracy, neatness, thoroughness of work assigned (i.e., custodial, food services, general labor, etc.) or
 2. make general observations of facilities or structures (i.e., security guard, inspection, etc.)

IV. WORKING CONDITIONS - Please check ALL conditions the worker is subject to in performing the essential functions of the position:

- A. The worker is subject to inside environmental conditions with protection from weather conditions but not necessarily from temperature changes.
- B. The worker is frequently subject to outside environmental conditions with no effective protection from weather.
- C. The worker is frequently subject to temperatures below 32 degrees or above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions such as wind and humidity.
- D. The worker is frequently subject to enough noise to cause worker to shout in order to be heard above the ambient noise level.
- E. The worker is subject to significant vibration of extremities or whole body.
- F. The worker is subject to hazards that include a variety of physical conditions, such as
 1. proximity to moving mechanical parts,
 2. moving vehicles,
 3. electrical current,
 4. working on scaffolding and high places,
 5. exposure to high heat, or
 6. exposure to chemicals.
- G. The worker is routinely subject to one or more of the following conditions that affect the respiratory system or the skin:
 1. fumes, odors,
 2. dusts, mists, gases
 3. oils and other cutting fluids, or
 4. poor ventilation.
- H. The worker is frequently required to wear a respirator.
- I. The worker frequently is required to function in close quarters, narrow aisles or passageways, crawl spaces, shafts, manholes, small-enclosed rooms, small sewage and water line pipes, and other areas that could cause claustrophobia.
- J. The worker is routinely exposed to clients with active infectious diseases.
- K. The worker is required to function around prisoners or patients in an inpatient mental facility.
- L. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).

Signature of Supervisor if other than Dept/Office Head Date

Employee's Signature Date

Signature of Dept/Office Head Date