

**DSS Directors Legal Conference**  
**April 8, 2014**  
**School of Government, UNC-Chapel Hill**

**Social Services Duties Tests Problems**

**Position #1: Social Services Caseworker II.**

A Child Protective Services Social Caseworker II must have an M.A. in social work or a B.A. with a major in human behavioral science together with one year of professional caseworker experience acquired after the B.A. The job duties of a Social Caseworker II include:

- a. taking those actions appropriate to insure that every child has a permanent home that provides physical and emotional safety;
- b. promoting the development of social and personal competence and fostering the well-being of the child;
- c. effectively investigating allegations of abuse and neglect through formulation of appropriate questions and follow-up questions;
- d. assessing the needs of the child and family;
- e. developing and recommending to the court an appropriate treatment plan based on the
- f. particular situation of the child and the family; evaluating child and family progress; and
- g. making decisions regarding out-of-home placement if necessary.

Caseworkers must decide what actions are necessary based on the facts of each individual case. They are regularly required by circumstances to make decisions in emergency situations where there is no opportunity or time to seek supervisory assistance. Caseworker IIs are not supervised on a daily basis, but instead receive a bimonthly or monthly review of their work.

**Does this position satisfy any of the duties tests for FLSA exempt status?**

**Position #2: Child Protective Services Program Administrator.**

This position is directly responsible for the oversight and management of the thirteen supervisory positions managing the above workloads, and the CPS administrator meets with each supervisor individually once a month to discuss program concerns. The CPS administrator attends monthly social services board meetings and reports on the activities of this program. This position also serves as trainer for Total Quality Transformation and Effective Meetings. The CPS administrator is responsible for short and long-term program planning and prepares and administers the annual program budget.

**Does this position satisfy any of the duties tests for FLSA exempt status?**

**Position #3: Income Maintenance Program Administrator.**

This position is directly responsible for the oversight and management of the thirteen supervisory positions managing the above workloads, and the IMP administrator meets with each supervisor individually once a month to discuss program concerns. The IMP administrator attends monthly social services board meetings and reports on the activities of this program. This position also serves as trainer for Total Quality Transformation and Effective Meetings. The IMP administrator is responsible for short and long-term program planning and prepares and administers the annual program budget.

**Does this position meet any of the duties tests for exempt status?**

### **Position #3: Aging Specialist.**

#### **1. General Definition of Work:**

The Aging Specialist is responsible for variety of advocacy and program operation assignments for the Agency on Aging. The person in this position must be able to work independently; possess good decision-making skills; organization skills, written and oral communication skills, interpersonal skills, critical thinking and analytical skills. The Aging Specialist assists in the operation of various programs of the Agency on Aging and supports the family caregiver program so must be able to understand the caregiving responsibilities, stresses, and needs of families.

#### **2. Essential Functions/Typical Tasks:**

- a. Monitors providers of services funded through the NC Division of Aging for compliance;
- b. Assists in staffing committees;
- c. Attend training and continuing education programs to operate and maintain the AA programs;
- d. Input demographic and program-related data in computer and operates program software;
- e. Work directly with consumers to schedule appointments, interview, explain procedures, attend to details, and assist seniors in accessing low cost and free medications through various prescription assistance programs;
- f. Develop communication channels and relationships with patient advocates at partnering medical clinics, offices, agencies, organizations, and family caregiver resources;
- g. Coordinate training, education activities, and provide technical assistance to individuals and groups delivering services to older adults;
- h. Understand and seek functional solutions to the complex needs/problems of family caregivers and solve problems;
- i. Provide direct assistance to caregivers in providing access to services;
- j. Assist in development, implementation, and tracking the AA's work plan;
- k. Assist in the development of the interest of the AA, institutions, organizations, and individuals in providing services to older adults;
- l. Determine, and advise the AA Director, the AA's Advisory Committee, and local agencies on how to best target caregiver support and aging resources;
- m. Collaborate with NC Division of Aging and other available resources to design, develop, and strengthen community based services;
- n. Provides staff support to the operation and implementation of various programs of the Agency on Aging;
- o. Advocate for policies, a service delivery system, family caregivers, seniors, opportunities, and provide information and advocacy that afford older consumers choices and supports;
- p. Analyzes and summarizes public policy;
- q. Assess the need for expansion of existing services and initiates new ones working in partnership with local agencies, and resource development efforts;
- r. Prepare and submit programmatic reports and requisitions;
- s. Performs aging and LTC research using various traditional and automated sources;
- t. Draft and review memoranda, publicity campaigns, and other information documents for AA staff, local public officials, provider, committees, aging, caregiver, and LTC work-groups;
- u. Responds to request for information from public officials, consumers, family caregivers, and providers;
- v. Performs other duties as directed.

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### **3. Education and Experience:**

A Bachelor's degree in gerontology, social work, public administration, sociology, or public policy or other closely related field is preferred but an associate degree in health sciences or other closely related field may be substituted in those cases deemed appropriate. A minimum of two years experience in aging or LTC will be required in all cases. An equivalent combination of experience and training may be considered.

**Does this position meet any of the duties tests for exempt status?**