



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 2001

SOCIAL WORK/COUNSELOR

C4L1TX TO C4L4XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses four levels in the Health Care Services Occupational Group and describes professional level work in the fields of social work and counseling. By statutes CRS 12-43-401 et. seq. and CRS 12-43-601 et. seq., licensure is required for certain positions in this class series.

As a member of a multi-disciplinary treatment team, positions assess mental health and behavioral characteristics, assess treatment needs, develop treatment plans, educate and counsel individuals and groups based on professional theories and principles. The work involves interviewing and analyzing client history, providing advocacy and follow-up services to clients and families, making referrals to other health providers, and consulting with community resources. While assessment and treatment assigned to positions in this class series may focus on a single treatment area, it must also include evaluation of other aspects of the client's mental and physical health and therapy oriented to a broader range of behaviors. Some positions are assigned to security settings where they are also responsible for following policies and procedures to ensure the safety of themselves, clients and others.

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SOCIAL WORK/COUNSELOR I

C4L1TX

CONCEPT OF CLASS

This class describes the entry level. Positions operate independently in performing assignments that are limited to phases of a fully operational assignment or which may be designed to provide

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continued training and experience. Work requires determining solutions to practical problems using specified professional standards and established criteria. Judgment is used to select and apply existing guidelines to solve problems and accomplish the assignment. Some assignments do not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

SOCIAL WORK/COUNSELOR II

C4L2XX

CONCEPT OF CLASS

This class describes the fully operational level. Positions operate independently in performing the full range of professional tasks. Work requires the use of discretion and creativity within limits of theory and principles of the profession; management's program objectives; law and regulations; and, general systems and guidelines. Judgment is used in the adaptation and skilled

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application of guidelines to solve the full range of problems related to the assignment. An employee in this class must anticipate and analyze the impact and consequences of decisions made. Positions may serve as a resource to others or a specialist in the professional field. This class differs from the Social Work/Counselor I on Decision Making. Some assignments do not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

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SOCIAL WORK/COUNSELOR III

C4L3XX

CONCEPT OF CLASS

This level describes positions with advanced practice assignments. While the types of duties are similar to those performed by the Social Work/Counselor II, the complexity of the job is different. Positions are responsible for developing and implementing new techniques for a program area or are responsible for a specific client population. This class differs from Social Work/Counselor II on Complexity and possibly Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, and principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

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OR

The direct field of influence the work of a position has on the organization is as a work leader. The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

SOCIAL WORK/COUNSELOR IV

C4L4XX

CONCEPT OF CLASS

This class describes the unit supervisor. The supervisor is responsible for a work unit including accountability for altering service delivery guidelines and the use of resources. Supervisors directly control the work of assigned staff and determine the operations for the unit. This class may include non-supervisory positions responsible for strategic program development and oversight. This class differs from the Social Work/Counselor III class on either Complexity or Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the process level, as described here. Within limits set by professional standards, the agency's available technology and resources, and program objectives and regulations established by a higher management level, choices involve determining the process, including designing the set of operations. The general pattern, program, or system exists but must be individualized. This individualization requires analysis of data that is complicated. Analysis is breaking the problem or case into parts, examining these parts, and reaching conclusions that result in processes. This examination requires the application of known and established theory, principles, conceptual models, professional standards, and precedents in order to determine their relationship to the problem. New processes or objectives require approval of higher management or the agency with authority and accountability for the program or system.

Complexity -- The nature of, and need for, analysis and judgment is formulative, as described here. Positions evaluate the relevance and importance of theories, concepts, and principles in order to tailor them to develop a different approach or tactical plan to fit specific circumstances. While general policy, precedent, or non-specific practices exist, they are inadequate so they are relevant only through approximation or analogy. In conjunction with theories, concepts, and

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principles, positions use judgment and resourcefulness in tailoring the existing guidelines so they can be applied to particular circumstances and to deal with emergencies.

OR

The nature of, and need for, analysis and judgment is strategic, as described here. Positions develop guidelines to implement a program that maintains the agency's mission. Guidelines do not exist for most situations. In directive situations, positions use judgment and resourcefulness to interpret circumstances in a variety of situations and establish guidelines that direct how an agency program will be implemented.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of advising, counseling, or guiding the direction taken to resolve complaints or problems and influence or correct actions or behaviors.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as a unit supervisor. The unit supervisor is accountable, including signature authority, for actions and decisions that directly impact pay, status, and tenure of three or more full-time equivalent positions. At least one of the subordinate positions must be at a professional level in this class series or at a comparable conceptual level. The elements of formal supervision must include providing documentation to support recommended corrective and disciplinary actions, signing performance plans and appraisals, and resolving informal grievances. Positions start the hiring process, interview applicants, and recommend hire, promotion, or transfer.

OR

The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor. **NOTE:** Individual contributors at this level must have Complexity at the Strategic level.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

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CLASS SERIES HISTORY

Effective 7/1/01 (LLB). HCS Consolidation Study consolidated Social Worker (C5H) and Substance Abuse Counselor (C5I). Draft published 2/21/01, proposed 5/10/01, and final 7/1/01.

Effective 7/1/96. Changed pay grade and class description for Substance Abuse Counselor (C5I).

Effective 9/1/93 (KAS). Job Evaluation System Revision project. Consolidated Medical Social Consultant (A8170), DD Staff Specialist (A8190-1) and Social Worker (A8180-4, 7-8). Converted Substance Abuse Counselor from A8411-3 to C5I. Published as proposed 5/10/93.

Effective 1/1/87. Converted Alcoholism Counselor (A8411-2) to Substance Abuse Counselor (A8411-2). Created Substance Abuse Counselor II (A8413).

Effective 7/1/82. Abolished Alcoholism Counselor (A8413).

Created 1/1/75. Created Medical Social Consultant (A8170), Social Worker (A8180-4, 7-8), DD Staff Specialist (A8190-1) and Alcoholism Counselor (A8411-3).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Social Work/Counselor I	Operational	Patterned	Advise	Individual Contributor
Social Work/Counselor II	Process	Patterned	Advise	Individual Contributor
Social Work/Counselor III	Process	Formulative	Advise	Individual Contributor or Work Leader
Social Work/Counselor IV	Process	Formulative or Strategic	Advise	Individual Contributor* or Unit Supervisor

*In order for an individual contributor assignment to meet the concept of Social Work/Counselor IV, it must have strategic complexity.

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services