

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.33
(ID # 28085)

MEETING DATE:
Monday, September 22, 2025

FROM : HUMAN RESOURCES AND DPSS

SUBJECT: HUMAN RESOURCES & DEPARTMENT OF PUBLIC SOCIAL SERVICES:
Recommendation to establish a Children's Social Services Practitioner classification series as a part of the Service Employees International Union (SEIU), Local 721, Article 30, Section 1. Reopener re Children's Services Division of the 2024-2027 Memorandum of Understanding (MOU); and amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9489 submitted herewith; All Districts. [Current Year Cost – \$0, Ongoing Cost – \$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the creation of the new Children's Social Services Practitioner classification series;
2. Amend Salary Ordinance No. 440 pursuant to Resolution No. 440-9489.

ACTION:Policy


Tami Douglas-Schatz, Director of Human Resources

6/17/2025



Charity Douglas, DPSS Director

6/18/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: September 22, 2025
xc: HR, DPSS

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$0	\$0	\$0	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% Department Budget			Budget Adjustment: No	
			For Fiscal Year:24/25	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Department of Public Social Services (DPSS) provides services and assistance to protect and empower vulnerable people in the community. Its mission is to support and improve the health, safety, well-being and independence of individuals and families in the County. DPSS provides access to health care coverage, temporary financial assistance, employment programs and training, and services that protect children and adults from abuse and neglect.

The Social Services worker/practitioner (SSP) classification was initially created in 1970. In 1999, the classification was bifurcated into the general Social Services Worker classification and the Children’s Social Services Worker classification. The classification was subsequently consolidated again in December 2018. The purpose of the consolidation was for the Department to be able to use SSPs in either Children’s and/or the Adult’s divisions of the Department.

Under the current 2024-2027 SEIU MOU, Article 30, Section 1. Reopener regarding Children’s Services Division, the parties agreed to engage in labor negotiations over the Social Services Practitioners and Social Services Supervisors in the Children’s Services Division. As a result of these negotiations, a new Social Services Practitioner classification series will be created for those assigned to the Children’s Services Division. This separation of job classifications will better outline the critical distinctions in requirements and responsibilities between the two divisions and will ensure a clear delineation of duties for employees. It is recommended that the Board approve the creation of these new classifications. As outlined in the MOU, the classification salaries for the Children’s Services Division will be set at five and one-half percent (5.5%) above the Social Services Practitioners assigned to Adult Services.

Classification Additions:

Children’s Social Services Practitioner I: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade ESEU 180 (\$51,481 - \$67,383).

Children’s Social Services Practitioner II: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEU 183 (\$56,637 - \$77,279).

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Children's Social Services Practitioner III: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEU 412 (\$72,112 - \$106,530).

Children's Social Services Supervisor I: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEUS 770 (\$87,582 - \$111,521).

Children's Social Services Supervisor II: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade SEUS 822 (\$92,661 - \$121,020).

Impact on Residents and Businesses

This request does not have a direct impact on residents and businesses. However, the approval of the Children's Social Services Practitioner classifications will enable DPSS to continue providing vital services to disadvantaged children in Riverside County.

Additional Fiscal Information

While there is not an immediate cost associated with creating the new classifications, incumbents within the Children's Services Division will be transitioned into the appropriate Children's SSP classification and receive a five and one-half percent (5.5%) increase. As a result, the incumbents will no longer receive the five and one-half percent (5.5%) Difficult to Recruit (DTR) differential that has currently been applied, which will offset the cost of transitioning incumbents into the children's classifications. The approximate cost to provide incumbents transitioning into the Children's SSP a five and one-half percent (5.5%) increase is \$1,345,469 for one fiscal year. Incumbents' anniversary dates will be reset to twenty-six (26) pay periods after they have transitioned into the new classifications. Resetting the anniversary dates will result in a net savings of approximately \$247,743.

Attachments:

1. Resolution No. 440-9489
2. Children's Social Services Practitioner I Class Specification
3. Children's Social Services Practitioner II Class Specification
4. Children's Social Services Practitioner III Class Specification
5. Children's Social Services Supervisor I Class Specification
6. Children's Social Services Supervisor II Class Specification

RESOLUTION NO. 440-9489

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on September 22, 2025, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

Job Code	+/-	Class Title	Salary Plan/Grade
79875	+	Children's Social Services Practitioner I	ESEU 180
79876	+	Children's Social Services Practitioner II	SEU 183
79878	+	Children's Social Services Practitioner III	SEU 412
79879	+	Children's Social Services Supervisor I	SEUS 770
79880	+	Children's Social Services Supervisor II	SEUS 822

ROLL CALL:

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
 Nays: None
 Absent: None
 Abstain: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KIMBERLY A. RECTOR, Clerk of said Board

By: 
 Deputy

/kc
 06/02/2025
 440 Resolutions\KC



CHILDREN'S SOCIAL SERVICES PRACTITIONER I

Class Code: 79875

COUNTY OF RIVERSIDE
Established Date: Oct 2, 2025
Revision Date: Oct 2, 2025

SALARY RANGE

\$24.75 - \$32.40 Hourly
\$4,290.05 - \$5,615.26 Monthly
\$51,480.62 - \$67,383.17 Annually

CLASS CONCEPT:

Under supervision, learns to perform basic case related functions with customers and/or carries an identified caseload of specialized cases with moderate to difficult complexity; performs case activities and assessments to identify needs and services consistent with an entry-level classification in the Children's Social Services Practitioner series; performs other related duties as required.

The Children's Social Services Practitioner I is the entry-level classification in the Children's Social Services Practitioner series and reports to an appropriate supervisory or manager level position. Incumbents are given constant and detailed supervision in learning such items as departmental organization, social service programs, basic case study methods, and casework services. Incumbents will need to have a proactive approach, excellent communication skills, a deep understanding of child welfare policies, and the ability to manage complex cases with sensitivity and professionalism. Incumbents are not expected to remain in this classification for more than 12 months and as experience is gained, incumbents are assigned selected caseloads where consequence of error is minimized; case recommendations and casework methodology, however, will continue to receive close review.

Failure to achieve a satisfactory performance evaluation and meet the requirements to promote to the next level prior to the end of their probationary period will result in incumbents being returned to their former County classification or new hires being probationary released.

The Children's Social Services Practitioner I is the natural progression underfill for the Children's Social Services Practitioner II. Incumbents are eligible to promote to the Children's Social Services Practitioner II upon successful completion of their probationary period, which would include a satisfactory performance evaluation and any additional qualification requirements.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

- Perform case management and adhere to social work principles; study child welfare policy, assessment tools, practice guidelines, and demonstrate the ability to apply social work principles and techniques to assigned caseloads, serving children, youth, families, non-minor dependents, and

resource parents; manage moderate complexity cases, under supervision, and carry out required and/or assigned case management tasks to support other team member's casework.

- Provide client services by offering support and services to children and youth where their physical or emotional welfare is at risk; address issues related to neglect, abuse, emotional/behavioral problems, disabilities, and health concerns; assist with eligibility services; interview customers to assess needs to develop case plans and arrange services; gain awareness of community resources to serve customers effectively; transport customers according to safety regulations (e.g., car seats), when assisting senior staff with initial removal or facilitating placement changes, which may include lifting and carrying equipment and belongings.
- Assess the family environment; evaluate the safety and welfare of children in the household; determine risks to children's safety and well-being; and implement interventions with families where needed; interview clients to assess needs; develop case plans and arrange services.
- Under direction of supervision, ensure child safety by taking immediate action to remove children from unsafe environments and transport them to appropriate placements.
- Conduct customer assessment by developing individualized case plans for children and youth; develop detailed long-term or short-term case plans to address child safety and family functioning, and support Resource Families; evaluate potential Kinship connections for placement and support, which includes conducting regular field visits, outside the office and potentially long distances.
- Provide comprehensive casework services; offer counseling, protective services and adoptive services to support the physical, emotional and social needs of children and families; implement services to assist with permanency and independence for young adults.
- Perform field visits and service delivery by conducting regular field visits to clients' homes and other locations to monitor and execute case plans and placement requirements effectively.
- Support resource families; conduct home studies and outreach for resource parents for children in need of out-of-home care and supervision, as well as referring for adoption services.
- Prepare and maintain case records; document case activities performed individually or while assisting others in the field; write reports and other documents as evidence for court proceedings; prepare for oral testimony when required for court proceedings and respond to official correspondence; ensure all records are accurate, complete and timely within an electronic child welfare database and other record-keeping systems.
- Perform safety compliance by adhering to all safety protocols and regulations while performing job duties to ensure the safety of all involved parties.
- Maintain electronic records; update and maintain electronic case files in the Child Welfare Services/ Case Management System (CWS/CMS) or other mandated record-keeping systems; ensure all case management aspects are accurately tracked and documented.
- Maintain awareness of social service policies; learn and demonstrate awareness to perform social work practice under guidance of and in alignment with public social service rules, regulations and policies for customers and other members of the public; ensure understanding and compliance with internal policy and practice guidelines.
- Achieve client outcomes by striving to meet the desired outcomes of safety, permanency and well-being for the children and families served; support the overall mission of the department.

- Participate in staff development programs; participate in mandated training requirements including in-person and virtual sessions, sometimes at a distance from one's assigned office; demonstrate knowledge acquisition and the ability to apply social work concepts from training to casework activities.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

ALL OPTIONS

Knowledge of: Socioeconomic conditions and trends; basic principles of individual and group behavior; general trends and current issues in the field of social services; principles and techniques of interviewing and problem-solving methodology; methods of identification, analysis and resolution of social casework problems; social service research methods; principles and techniques of social work, and the functions of public social services agencies; basic public social services programs available at the state and local levels; general principles of public assistance policies and programs; laws, rules and regulations governing the operation of public social services agencies; specialized aid programs; basic computer skills.

Ability to: Understand and learn programs, policies and procedures; obtain and recognize relevant and significant facts; speak and write effectively; establish and maintain effective working relationships; establish and maintain client rapport; input and retrieve data from computerized systems.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicle for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Physical Requirements: The Social Services Practitioner positions within the Adult Services and Children's Services Divisions requires both office work and field work. Office work requires sedentary tasks such as report writing/typing and documentation. Field work may include frequent driving, conducting home visits, attending court hearings, and meeting with various stakeholders in the community. Field work requires the ability to climb stairs, walk on uneven surfaces, and maneuver around obstacles in the home and work independently and safely in a variety of home environments, which may include hazardous conditions, such as unsecured pets or unclean living spaces. Additionally, in emergent situations incumbent may be required to lift and carry heavy objects or individuals.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



CHILDREN'S SOCIAL SERVICES PRACTITIONER II

Class Code: 79876

COUNTY OF RIVERSIDE
Established Date: Oct 2, 2025
Revision Date: Oct 2, 2025

SALARY RANGE

\$27.23 - \$37.15 Hourly
\$4,719.79 - \$6,439.93 Monthly
\$56,637.46 - \$77,279.16 Annually

CLASS CONCEPT:

Under supervision, performs basic case related functions with customers, and carries an identified caseload of cases with moderate to difficult complexity, carries a specialized caseload performing case activities and services consistent with the professional level classification in the Children's Social Services Practitioner series; performs other related duties as required.

The Children's Social Services Practitioner II is the first professional level classification in the Children's Social Services Practitioner series and reports to an appropriate supervisory or manager level position. Incumbents are considered at a training level where the emphasis is on learning casework methods, procedures and policies, and the carrying of a limited, specialized caseload dealing with individual and family problems under close supervision. Incumbents may receive additional consultation and supervision of difficult and complex casework problems but normally work independently in administering services and in making use of agency or community resources. Incumbents will need to have a proactive approach, excellent communication skills, a deep understanding of child welfare policies, and the ability to manage complex cases with sensitivity and professionalism.

The Children's Social Services Practitioner II is distinguished from the Children's Social Services Practitioner III in that the latter receives the more difficult assignments requiring greater skills and depth of job knowledge in assessing problem situations and formulating plans for services.

Advancement to the next level is obtained by competitive selection through an open recruitment.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

- Perform case management and adhere to social work principles; understand child welfare policy, assessment tools, practice guidelines, and demonstrate the ability to apply social work principles and techniques to assigned caseloads, serving children, youth, families, non-minor dependents, and resource parents; manage moderate to difficult complexity cases, under supervision, and carry out required and/or assigned case management tasks to support other team member's casework.
- Provide client services by offering support and services to children and youth where their physical or emotional welfare is at risk; address issues related to neglect, abuse, emotional/behavioral problems, disabilities, and health concerns; assist with eligibility services; interview customers to assess needs

to develop case plans and arrange services; gain awareness of community resources to serve customers effectively; transport customers according to safety regulations (e.g., car seats), when assisting senior staff with initial removal or facilitating placement changes, which may include lifting and carrying equipment and belongings.

- Assess the family environment; evaluate the safety and welfare of children in the household; determine risks to children's safety and well-being; implement interventions with families where needed; interview clients to assess needs; develop case plans and arrange services.
- Under direction of supervision, ensure child safety by taking immediate action to remove children from unsafe environments and transport them to appropriate placements.
- Conduct customer assessment by developing individualized case plans for children and youth; develop detailed long-term or short-term case plans to address child safety and family functioning, and support Resource Families; evaluate potential Kinship connections for placement and support, which includes conducting regular field visits, outside of the office and potentially at long distances.
- Provide comprehensive casework services; offer counseling, protective services and adoptive services to support the physical, emotional and social needs of children and families; implement services to assist with permanency and independence for young adults.
- Perform field visits and service delivery by conducting regular field visits to clients' homes and other locations to monitor and execute case plans and placement requirements effectively.
- Support resource families; conduct home studies and outreach for resource parents for children in need of out-of-home care and supervision, as well as referring for adoption services.
- Prepare and maintain case records; document case activities performed individually or while assisting others in the field; write reports and other documents as evidence for court proceedings; prepare for oral testimony when required for court proceedings and respond to official correspondence; ensure all records are accurate, complete and timely within an electronic child welfare database and other record-keeping systems.
- Perform safety compliance by adhering to all safety protocols and regulations while performing job duties to ensure the safety of all involved parties.
- Maintain electronic records; update and maintain electronic case files in the Child Welfare Services/ Case Management System (CWS/CMS) or other mandated record-keeping systems; ensure all case management aspects are accurately tracked and documented.
- Maintain awareness of social service policies; understand and demonstrate ability to perform social work practice under guidance of and in alignment with public social service rules, regulations and policies for customers and other members of the public; ensure understanding and compliance with internal policy and practice guidelines.
- Achieve client outcomes by striving to meet the desired outcomes of safety, permanency and well-being for the children and families served; support the overall mission of the department.
- Participate in staff development programs; participate in mandated training requirements including in-person and virtual sessions, sometimes at a distance from one's assigned office; demonstrate knowledge acquisition and the ability to apply social work concepts from training to casework activities.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: One year equivalent to a County of Riverside Children's Social Services Practitioner I.

OPTION II

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: One year of performing casework duties in a public or private human services agency. Experience must include assessing or determining client needs, formulating case plans, or executing case plans to support and meet client needs.

ALL OPTIONS

Knowledge of: The principles and techniques of interviewing clients and resolving individual, social and environmental problems; methods of identification, analysis and resolution of social casework problems; social service research methods; principles and techniques of interviewing and documenting social casework; principles and techniques of social work and the functions of public social services agencies; laws, rules and regulations governing the operation of public social services agencies; various socioeconomic conditions affecting the work of the agency; community organizations and the services they provide; specialized aid programs; current social problems and methods of approaching those problems; general principles of public assistance policies and programs; basic computer skills.

Ability to: Establish rapport with clients and their families; effectively apply casework knowledge and skills; interpret and explain current laws, rules and regulations of public social services programs to the public; apply the principles of general and/or child psychology and family relationships; evaluate personal and psychological factors in the client and/or family's situation; provide consultation to others; demonstrate skill in planning and analysis; work constructively within an agency and community setting; effectively utilize appropriate resources and services; control personal bias and apply social work ethics; maintain effective working relationships with other employees and the general public; input and retrieve data from computerized system.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicle for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Criminal Record: No felony convictions for positions within the Department of Public Social Services, Children's Services Division.

All incumbents will be required to participate in a mandatory on-call schedule.

Physical Requirements: The Social Services Practitioner positions within the Adult Services and Children's Services Divisions requires both office work and field work. Office work requires sedentary tasks such as report writing/typing and documentation. Field work may include frequent driving, conducting home visits, attending court hearings, and meeting with various stakeholders in the community. Field work requires the ability to climb stairs, walk on uneven surfaces, and maneuver around obstacles in the home and work independently and safely in a variety of home environments, which may include hazardous conditions, such as unsecured pets or unclean living spaces. Additionally, in emergent situations incumbent may be required to lift and carry heavy objects or individuals.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



CHILDREN'S SOCIAL SERVICES PRACTITIONER III

Class Code: 79878

COUNTY OF RIVERSIDE
Established Date: Oct 2, 2025
Revision Date: Oct 2, 2025

SALARY RANGE

\$34.67 - \$51.22 Hourly
\$6,009.34 - \$8,877.54 Monthly
\$72,112.12 - \$106,530.45 Annually

CLASS CONCEPT:

Under general direction, performs difficult Child Welfare casework of an advanced nature dealing with complex individual and family problems where abuse and neglect is a factor; plans, organizes, implements, searches out and assesses personality and character structure underlying individual behavior; participates in consultations with other team members; plan, organize, and implement case plans and services for voluntary and/or court mandated customers; prepare documentation for use in legal matters; performs other related duties as required.

The Children's Social Services Practitioner III is the advanced journey level classification of the professionally trained social caseworker in the Children's Social Services Practitioner series and reports to an appropriate supervisory or manager level position. Incumbents are characterized by the responsibility for performing full scope social service casework often requiring difficult decisions, assessments and case planning for needed interventions and services, and carry a caseload dealing with individual and family problems that require possession of advanced social work skills and techniques. Incumbents will need to have a proactive approach, excellent communication skills, a deep understanding of child welfare policies, and the ability to manage complex cases with sensitivity and professionalism.

Depending on area of assignment, incumbents may be required to have a master's degree from an accredited college or university in social work, social welfare, social or behavioral sciences, or social/human services.

The Children's Social Services Practitioner III is distinguished from the Social Services Supervisor by the latter's responsibility to provide full time supervision of staff performing casework. The Children's Social Services Practitioner III is not a natural progression underfill to the Social Services Supervisor.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

- Conduct thorough investigations into referrals of child abuse and neglect, ensuring timely and accurate assessment and emergency level response appropriate to the situation.

- Provide client services by offering support and services to children and youth where their physical or emotional welfare is at risk; address issues related to neglect, abuse, emotional/behavioral problems, disabilities, and health concerns.
- Assess the family environment; evaluate the safety and welfare of children in the household; determine risks to children's safety and well-being; implement interventions with families where needed; transport according to safety regulations (e.g., car seats) when assisting with initial removal or placement changes, which may also include lifting and carrying equipment and belongings.
- Ensure child safety by taking immediate action to remove children from unsafe environments and transport them to appropriate placements.
- Actively search for and locate runaway dependent children; ensure their safety and place them with appropriate care providers.
- Conduct assessment for child abuse and neglect; develop individualized treatment plans for children and families; create detailed long-term or short-term case plans to address family functioning and child safety, including conducting regular field visits, outside of the office and potentially at long distances.
- Provide comprehensive casework services; offer counseling, protective services and adoptive services to support the physical, emotional and social needs of children and families.
- Perform field visits and service delivery by conducting regular field visits to clients' homes and other locations to monitor and execute case plans effectively.
- Support resource families; conduct home studies and outreach for resource parents for children in need of out-of-home care and supervision, as well as adoption services.
- Prepare and maintain case records; document case activities; write reports and other documents as evidence for court proceedings; prepare for oral testimony when required for court proceedings and respond to official correspondence; ensure all records are accurate, complete and timely within an electronic child welfare database and other record-keeping systems.
- Perform safety compliance by adhering to all safety protocols and regulations while performing job duties to ensure the safety of all involved parties.
- Maintain electronic records; update and maintain electronic case files in the Child Welfare Services/ Case Management System (CWS/CMS) or other mandated record-keeping systems; ensure all case management aspects are accurately tracked and documented.
- Interpret social service policies; demonstrate awareness and perform social work practice under guidance of and in alignment with public social service rules, regulations and policies for customers and other members of the public; ensure understanding and compliance with internal policy and practice guidelines.
- Achieve client outcomes by striving to meet the desired outcomes of safety, permanency and well-being for the children and families served; support the overall mission of the department.
- Participate in staff development programs; participate in mandated training requirements including in-person and virtual sessions, sometimes at a distance from one's assigned office.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: One year equivalent to a County of Riverside Children's Social Services Practitioner II.

OPTION II

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years of performing casework duties in a public or private human services agency. Experience must include assessing or determining client needs, formulating case plans or executing case plans to support and meet client needs.

OPTION III

Education: Graduation from an accredited college or university with a master's degree, preferably with a major in social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

OPTION IV

Education: Graduation from an accredited college or university with a bachelor's degree in social work. Experience: Completed internship experience in a public or private welfare agency as part of an accredited Bachelor of Social Work degree program.

ALL OPTIONS

Knowledge of: Principles and techniques of social casework and of the function of public social service agencies; individual and group behavior with emphasis on normal growth, development and family relationships; social casework objectives, principles and methods; socioeconomic and cultural factors which promote stable family life, and an understanding of the factors that affect family security; physical and mental illnesses and their impact on personality; community organizations and the services they provide; laws, rules and regulations governing the operation of public social services agencies; basic computer skills.

Ability to: Establish rapport with clients and their families; effectively apply casework knowledge and skills; apply the principles of general and/or child psychology and family relationships; evaluate personal and psychological factors in the client and/or family's situation; work constructively within an agency and community setting; effectively utilize appropriate resources and services; provide consultation to others; demonstrate skill in planning and analysis; control personal bias and apply social work ethics; maintain effective working relationships with other employees and the general public; provide consultation to and assist in the professional development of less experienced Social Services Practitioners; input and retrieve data from computerized system.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicle for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Criminal Record: No felony convictions for positions within the Department of Public Social Services, Children's Services Division.

Incumbents may be required to participate in a mandatory on-call schedule.

Physical Requirements: The Social Services Practitioner positions within the Adult Services and Children's Services Divisions requires both office work and field work. Office work requires sedentary tasks such as report writing/typing and documentation. Field work may include frequent driving, conducting home visits, attending court hearings, and meeting with various stakeholders in the community. Field work requires the ability to climb stairs, walk on uneven surfaces, and maneuver around obstacles in the home and work independently and safely in a variety of home environments, which may include hazardous conditions, such as unsecured pets or unclean living spaces.

Additionally, in emergent situations incumbent may be required to lift and carry heavy objects or individuals.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



CHILDREN'S SOCIAL SERVICES SUPERVISOR I

Class Code: 79879

COUNTY OF RIVERSIDE
Established Date: Oct 2, 2025
Revision Date: Oct 2, 2025

SALARY RANGE

\$42.11 - \$53.62 Hourly
\$7,298.49 - \$9,293.43 Monthly
\$87,581.82 - \$111,521.18 Annually

CLASS CONCEPT:

Under direction, plans, organizes and directs the work in a unit of professionally trained caseworkers and other support staff performing Child Welfare duties and responsibilities associated with investigations, case management, and/or adoptions, depending on assignment; formulate and carry out difficult treatment plans; oversee complex specialized services assignments; performs other related duties as required.

The Children's Social Services Supervisor I is the first professional level supervisory classification in the Children's Social Services Practitioner series. Incumbents are required to have a thorough knowledge of the methods of casework practices and case management techniques to guide, review and evaluate subordinate's case plans and assessments; assist in developing a child and family team, and facilitating team meetings as assigned and/or required.

The Children's Social Services Supervisor I is distinguished from the Children's Social Services Supervisor II in that the latter is the first level of supervision for professionally trained Children's Social Services Practitioners who perform the full scope of social service casework.

REPRESENTATION UNIT: SEIU - Supervisory

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

- Assist in planning, assigning and directing the work of professionally trained Children's Social Services Practitioners handling complex and difficult casework; oversee and guide the work of Children's Social Services Practitioners; provide supervision on casework, ensuring high-quality services are implemented and case actions are taken utilizing safety and risk assessments as a guide.
- Perform community resources development by assisting in developing community resources to support customers, ensuring availability of services to meet program needs.
- Perform decision-making and case review; prepare and facilitate meetings with Child and Family Teams to make and advance decisions supporting child safety and permanency, case planning activities and building community supports; review and make decisions using structured decision-making tools to fidelity, elevating difficult and complex casework matters; ensure compliance with policies and legal standards when reviewing casework.
- Achieve client outcomes by striving to meet the desired outcomes of safety, permanency and well-being for the children and families served; support the overall mission of the department.

- Evaluate the effectiveness of current policies and procedures; make recommendations for improvements or updates to optimize service delivery.
- Provide representation and advocacy; may represent the Department at conferences, workshops and community meetings; address concerns and feedback raised by groups related to assigned responsibilities; serve as a key representative for the Department on matters concerning the service aspects of the programs.
- Perform staff development and performance evaluation; participate in the development of in-service training programs and other staff development activities to enhance the skills and knowledge of the team; evaluate the performance of subordinates, provide constructive feedback, informing performance reviews, and recommend appropriate corrective or developmental actions as needed; attend meetings and training sessions, outside of the home office, and visit remote locations depending on assignment needs.
- May lead or direct research studies related to Children's Social Services programs.
- Regularly conduct field visits to assist and monitor casework; provide support to practitioners and ensure the delivery of services is effective, which includes conducting regular field visits outside of the office and potentially at long distances.
- Utilize Child Welfare databases for reviewing case progress, case actions and ensure accuracy and timeliness in case plan development and service delivery; enter complex and lengthy narratives into Child Welfare Case Management databases; review documentation of subordinates to ensure proper documentation and case management.
- Maintain a quick response time to heavy email volume; manage communications efficiently while ensuring timely resolution of issues and requests.
- Ensure efficient and effective service delivery in Children's Social Services to enhance both the quality of casework and the development of community-based resources.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Two years of case planning/case management experience in a public or private social services agency performing duties equivalent to a County of Riverside Children's Social Services Practitioner III.

OPTION II

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Three years of performing duties equivalent to a County of Riverside Children's Social Services Practitioner II.

OPTION III

Education: Graduation from an accredited college or university with a master's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Three years of performing duties equivalent to a social worker and/or case manager in a hospital or healthcare setting.

ALL OPTIONS

Knowledge of: The principles and techniques of social work and the function of public social service agencies; individual and group behavior with emphasis on normal growth, development and family relationships; social casework objectives, principles, and methods with special emphasis on child safety, physical or mental needs, rehabilitation, and economic dependency; resources in the fields of public health, mental health, education, and correction and rehabilitation as they relate to public social services; the techniques used in providing casework consultation to staff members; provisions of the California Welfare and Institutions Code pertaining to assisting the public with child welfare services; execution of Structured Decision Making assessments; the principles of community organization; social service research methods; public and private health and social service programs; the principles and techniques of training, personnel management, and supervision.

Ability to: Plan, organize, and supervise the work of subordinate staff; review and evaluate case plans and assessments; interpret and apply policies, laws, rules, and regulations of public social services programs; analyze problems, generate and evaluate alternatives, reach practical conclusions, and recommend and adopt effective courses of action; train staff in casework methodology and techniques; provide effective leadership in staff development; speak and write effectively; maintain effective working relationships with staff, other agencies, and the public.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment in this classification.

Criminal Record: No felony convictions for positions within the Department of Public Social Services, Children's Services Division.

County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicles for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Depending on area of assignment, possession of a valid license to practice as a Clinical Social Worker issued by the California State Board of Behavioral Science Examiners may be required. (Individuals who have been declared eligible for licensing examination may be employed pending successful completion of such examination within one year of employment date.)

Incumbents may be required to participate in a mandatory on-call schedule.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



CHILDREN'S SOCIAL SERVICES SUPERVISOR II

Class Code: 79880

COUNTY OF RIVERSIDE
Established Date: Oct 2, 2025
Revision Date: Oct 2, 2025

SALARY RANGE

\$44.55 - \$58.18 Hourly
\$7,721.77 - \$10,085.02 Monthly
\$92,661.22 - \$121,020.26 Annually

CLASS CONCEPT:

Under general direction, plans, organizes and directs the work in a unit of professionally trained caseworkers performing, Child Welfare duties and responsibilities associated with investigations, case management, and/or adoptions, depending on assignment; formulating and carrying out difficult treatment plans; directing and overseeing complex specialized services assignments; performs other related duties as required.

The Children's Social Services Supervisor II is the professional level supervisory classification in the Children's Social Services Practitioner series and has direct supervisory responsibility over professionally trained classes of Children's Social Services Practitioner III.

The Children's Social Services Supervisor II is distinguished from the next higher-level classification of Regional Manager in that the Regional Manager oversees a large team of supervisors carrying out various social work functions.

REPRESENTATION UNIT: SEIU - Supervisory

EXAMPLES OF ESSENTIAL DUTIES (may include but not limited to):

- Plan, assign and direct the work of professionally trained Children's Social Services Practitioners handling complex and difficult casework; oversee and guide the work of Children's Social Services Practitioners; provide direct supervision on casework, ensuring high-quality services are implemented and case actions are taken utilizing safety and risk assessments as a guide; implement System of Supervision to ensure quality case work and outcome driven decisions.
- Perform community resources development by assisting in developing community resources to support customers, ensuring availability of services to meet program needs.
- Perform decision-making and case review; participate in meetings with Child and Family Teams to make and advance decisions supporting child safety and permanency, case planning activities and building community supports; review and make decisions using structured decision-making tools to fidelity, elevating difficult and complex casework matters; ensure compliance with policies and legal standards when reviewing casework.

- Achieve client outcomes by striving to meet the desired outcomes of safety, permanency and well-being for the children and families served; support the overall mission of the department.
- Evaluate the effectiveness of current policies and procedures; make recommendations for improvements or updates to optimize service delivery.
- Provide representation and advocacy; may represent the Department at conferences, workshops and community meetings; address concerns and feedback raised by groups related to assigned responsibilities; serve as a key representative for the Department on matters concerning the service aspects of the programs with customers and stakeholders.
- Perform staff development and performance evaluations; participate in the development of in-service training programs and other staff development activities to enhance the skills and knowledge of the team; evaluate the performance of subordinates, provide constructive feedback, informing performance reviews, and recommend appropriate corrective or developmental actions as needed; attend meetings and training sessions, outside of the home office, and visit remote locations depending on assignment needs.
- May lead or direct research studies related to Children's Social Services programs and provide reports of findings.
- Regularly conduct field visits to monitor casework; provide support to practitioners and ensure the delivery of services is effective, which includes conducting regular field visits outside of the office and potentially at long distances.
- Utilize Child Welfare databases for reviewing case progress, case actions and ensure accuracy and timeliness in case plan development and service delivery; enter complex and lengthy narratives into Child Welfare Case Management databases; review documentation of subordinates to ensure proper documentation and case management.
- Maintain a quick response time to heavy email volume; manage communications efficiently while ensuring timely resolution of issues and requests.
- Ensure efficient and effective service delivery in Children's Social Services to enhance both the quality of casework and the development of community-based resources.

RECRUITING GUIDELINES:

OPTION I

Education: Graduation from an accredited college or university with a master's degree in social work, psychology, marriage and family therapy, counseling, or a closely related field to the assignment, which included 300 hours of field placement experience.

Experience: Two years of performing duties equivalent to the Children's Social Services Practitioner III, one year of which must have been post-graduate experience; or two years as a Children's Social Services Practitioner III and one year as a Program Specialist II - Children's Social Services, Children's Social Services Supervisor I, or Healthcare Social Services Supervisor with the County of Riverside.

OPTION II

Education: Graduation from an accredited college or university with a master's degree in social or behavioral sciences, social welfare, social/human services, or a closely related field to the assignment.

Experience: Three years of performing duties equivalent to the Children's Social Services Practitioner III, two years of which must be post-graduate experience.

OPTION III

Education: Graduation from an accredited college or university with a bachelor's degree in social welfare, social or behavioral sciences, social/human services, counseling, or a closely related field to the assignment.

Experience: Three years of performing duties equivalent to a Children's Social Services Practitioner III in a Department of Public Social Services; or three years as a Children's Social Services Practitioner III and one year as either a Program Specialist II - Children's Social Services or Children's Social Services Supervisor I with the County of Riverside.

OPTION IV

Education: Graduation from an accredited college or university with a bachelor's degree in psychology, sociology, social welfare, or a closely related field to the assignment.

Experience: Five years of performing duties as a social caseworker in a hospital or healthcare setting.

ALL OPTIONS

Knowledge of: The principles and techniques of social work and the function of public social service agencies; individual and group behavior with emphasis on normal growth, development and family relationships; social casework objectives, principles and methods with special emphasis on child safety, physical or mental needs, rehabilitation, and economic dependency; resources in the fields of public health, mental health, education, and correction and rehabilitation as they relate to public social services; the techniques used in providing casework consultation to staff members; provisions of the California Welfare and Institutions Code pertaining to assisting the public with child welfare services; execution of Structured Decision Making assessments; the principles of community organization; social service research methods; public and private health and social service programs; the principles and techniques of training, personnel management, and supervision.

fields of public health, mental health, education, and correction and rehabilitation as they relate to public social services; the techniques used in providing casework consultation to staff members; provisions of the California Welfare and Institutions Code pertaining to public assistance; the principles

Ability to: Plan, organize, and direct the work of subordinate staff; organize and interpret data pertinent to caseload management; classify case problems and evaluate the effectiveness of efforts in solving problems; interpret programs and effectively apply casework knowledge's and skills; provide effective leadership in staff development; organize and maintain cooperative relationships with community groups and resource agencies; coordinate the efforts of a large staff; effectively train staff in casework methods and techniques; speak effectively and conduct conferences; analyze situations accurately and adopt an effective course of action; input and retrieve data from computerized system.

OTHER REQUIREMENTS:

License: Possession of a valid California Driver's License is necessary at the time of hire and must be maintained throughout employment. County vehicles may be available but are not guaranteed. Employees may be required to use their own vehicles for field travel. Mileage reimbursement is available when using a personal vehicle for County business.

Depending on area of assignment, possession of a valid license to practice as a Clinical Social Worker issued by the California State Board of Behavioral Science Examiners may be required. (Individuals who have been declared eligible for licensing examination may be employed pending successful completion of such examination within one year of employment date.)

Incumbents may be required to participate in a mandatory on-call schedule.

PRE-EMPLOYMENT:

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves

fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.