

5

COUNTY MERIT SYSTEM COMPENSATION PLAN

PW-PA 10.25 Salary schedules. (1)

(a) GROUP I—POSITION CLASS AND SALARY SCHEDULE  
COUNTY WELFARE DEPARTMENTS, JUVENILE COURTS,  
CHILDREN'S BOARDS

Class Title	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Director V.....	\$550	\$570	\$590	\$610	\$630	\$650	\$670	\$690	\$710	\$730
Director IV.....	520	540	560	580	600	620	640	660	680	700
Director III.....	495	515	535	555	575	595	615	635	655	675
Director II.....	470	490	510	530	550	570	590	610	630	650
Director I.....	420	435	450	465	480	495	510	525	540	555
Case Work Supervisor II..	500	520	540	560	580	600	620	640	660	680
Case Work Supervisor I....	475	495	515	535	555	575	595	615	635	655
Case Worker III.....	440	455	470	485	500	515	530	545	560	575
Case Worker II.....	390	405	420	435	450	465	480	495	510	525
Case Worker I.....	345	360	375	390	405	420	435	450	465	480

*am*  
*Reg*  
*June*  
*1962*

(b) GROUP II—POSITION CLASS AND SALARY SCHEDULE  
JUVENILE COURT ATTACHED STAFF ONLY

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Juvenile Court Worker....	\$285	\$300	\$315	\$330	\$345	\$360	\$375	\$390	\$405	\$420

(c) GROUP III—POSITION CLASS AND SALARY SCHEDULE  
COUNTY WELFARE DEPARTMENTS, JUVENILE COURTS,  
CHILDREN'S BOARDS

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Clerk IV.....	\$290	\$300	\$310	\$320	\$330	\$340	\$350	\$360	\$370	\$380
Clerk III.....	255	265	275	285	295	305	315	325	335	345
Clerk II.....	220	230	240	250	260	270	280	290	300	310
Clerk Stenographer II....	240	250	260	270	280	290	300	310	320	330
Clerk Stenographer I.....	210	220	230	240	250	260	270	280	290	300
Clerk I.....	200	210	220	230	240	250	260	270	280	290
Clerk Typist.....	200	210	220	230	240	250	260	270	280	290

(d) GROUP IV—POSITION CLASS AND SALARY SCHEDULE

	A	B	C	D	E					
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Homemaker.....	\$240	\$250	\$260	\$270	\$280	\$290	\$300	\$310	\$320	\$330

(2) Each county must select a 6 consecutive step compensation plan for the welfare department, children's board and juvenile court from the group I schedule, and must also select a 6 consecutive step compensation plan for the welfare department, children's board and juvenile court from the group III schedule (schedule A, 1-6; schedule B, 2-7; schedule C, 3-8; schedule D, 4-9; schedule E, 5-10). Schedules under group II apply only to positions of juvenile court attached staff operating under the merit system. Schedules under group IV apply only to positions in the welfare department. The corresponding 6 salary steps must be used for all position classifications under each group. The consecutive 6 step range used in group I, II, or III need not be the same consecutive 6 step range used in group IV. Example: A county may select schedule "D" under group I or group II or group III which would be applicable to all positions classified under these groups, and at the same time select schedule "A" under group IV

*am*

which would be applicable to the position classified under that group. The juvenile courts and the children's boards operating under the merit system will be deemed to be under the same schedule or schedules adopted by their respective counties for the welfare department unless appropriate action is taken in adopting a different schedule or schedules. This plan shall be applicable to all classes of positions in the agency on or before January 1, 1961.

(3) County action in adopting the schedules shall be by formal action by the county board of supervisors or by the county board of public welfare or by the county judge or children's board if delegated this responsibility for setting salaries of persons subject to the provisions of the county merit system rule. A certified copy of the county's action electing specific schedules shall be filed with the division of public assistance. In the absence of specific action, the schedule in effect at the time this compensation plan becomes effective will be deemed to apply to all groups.

(4) A change in one or more salary schedules may be made at any time. Such change shall also be by formal action by the county board of supervisors or by the county board of public welfare or by the county judge or children's board if delegated this responsibility for setting salaries of persons subject to the provisions of the county merit system rule, and a certified copy of the action taken shall be filed with the division, showing the date of adoption and the effective date of the new salary schedule or schedules.

(5) At least the minimum for the class shall be paid and the maximum is the highest rate on which reimbursement shall be made. Intermediate steps shall be the rate of salary advancement between the minimum and maximum.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, September, 1960, No. 57, eff. 10-1-60; cr. (1) (d); am. (2), Register, March, 1962, No. 75, eff. 4-1-62.

**PW-PA 10.26 Entrance salary.** The entrance salary for an employe on first appointment shall be the minimum rate for the given range except as hereinafter provided.

(1) An agency may request authorization to appoint at any step above the minimum. If approved, such rate then becomes the minimum rate for all employes presently employed or thereafter appointed in the class and no appointments shall be made at that rate until those highest on the register are first offered appointments at the higher rate.

(2) A higher entrance rate, when approved, as indicated above, shall remain in effect as the minimum until the agency requests a further increase or a decrease and such request is approved by the division of public assistance, except that in the case of court attached juvenile court workers and employes of the children's boards, approval must be preceded by the recommendation of the division for children and youth.

(3) The division of public assistance may approve the appointment of an eligible at a rate within the range for the classification of case work supervisor II, case work supervisor I, case worker III, case worker II, case worker I, and juvenile court worker, and homemaker, if, in the opinion of the division the education and experience of the eligible justifies such rate and a recommendation for such payment has been made by the appointing authority, except that in the case

of court attached juvenile court workers and employes of the children's boards, approval must be preceded by the recommendation of the division for children and youth. In such instances, a new minimum for all employes in the same class would not be established. Such recommended increase shall be limited to 2 steps above the established minimum.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, September, 1960, No. 57, eff. 10-1-60; am. (3), Register, March, 1962, No. 75, eff. 4-1-62.



**PW-PA 10.27 Salary Adjustments.** (1) **ADJUSTING SALARIES TO THE REVISED SCHEDULES OR NEW SCHEDULES.** The rate of pay of those employees below the minimum in the applicable schedule shall be increased to the minimum upon adoption of revised or new higher schedules.

(2) **PROMOTIONS; RECLASSIFICATIONS.** An employe who is promoted or reclassified shall have his salary increased at least to the minimum rate of pay for the new class if his salary before promotion or reclassification fell below such minimum rate. If his salary before promotion or reclassification does not coincide with one of the steps in the new range, it must be adjusted to the next higher step.

(3) **DEMOTIONS.** An employe who is demoted shall have his salary reduced at least to the maximum rate of the new class. If his salary before demotion does not coincide with one of the steps in the new range, it must be adjusted to the next lower step at the time demotion takes place.

(4) **TRANSFERS.** An employe who is transferring shall be paid a salary within the range of the schedule adopted by the agency to which he is transferring.

(5) **REINSTATEMENTS.** An employe who is certified from a reinstatement register may be paid at the same rate that he last received in the same class of position if it coincides with a step in the current salary range for the class, or, if it does not coincide, at the next higher step.

(6) **PART-TIME AND OVER-TIME EMPLOYMENT.** The rates prescribed in the salary ranges are the rates payable for full-time employment subject to vacation, sick leave allowances, etc. When employment is on a part-time basis or for a portion of a month, the proportionate part of the rate for the time actually employed shall be paid. Overtime payments, necessitated by acute labor shortages, may be approved when the hourly rate is straight time computed on the basis of the regular monthly salary.

(7) **COST-OF-LIVING BONUS.** This compensation plan makes no provision for nor does it recognize a cost-of-living bonus. Reimbursement will be made exclusively on compensation paid as salary within the established ranges of the schedules under section PW-PA 10.25.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, September, 1960, No. 57, eff. 10-1-60.

**PW-PA 10.28 Salary advancements.** (1) All salary advancements shall be based upon quality and quantity of work as reflected by performance reports, and upon other recorded measures of performance, giving due consideration to length of service.

(2) Salary advancements may be given to permanent or provisional employes upon the completion of at least 6 months of satisfactory service.

(3) Salary advancements shall be equitably distributed among the eligible employes of all classes of positions.

(4) Salary advancements shall be limited to 2 steps in the salary range at one time and to intervals of not less than one year except as provided in subsection PW-PA 10.28 (5).

(5) During a period of emergency when an employe is required to

*Rt*  
*near*

assume responsibilities beyond those required of his position, an increase of more than one step and at an interval of less than one year may be granted for the period of the emergency.

(6) State reimbursement on retroactive salary increases will not be approved. The effective date is either the first of the month within which the county appointing authority takes official action or a future date indicated in a recommendation.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, September, 1960, No. 57, eff. 10-1-60.

**PW-PA 10.29 Travel Allowance.** Equitable allowance or reimbursement for travel is a part of this compensation plan and shall be granted above and beyond the compensation for personal services. Employees, including students receiving field training, and welfare board members, shall be granted an allowance or shall be reimbursed for travel required in the performance of their duties. Pursuant to section PW-PA 20.20, state reimbursement must be based upon allowances not in excess of the rates specified in section 20.941 (1), Wis. Stats. It is herewith also required as a condition for state reimbursement that all employees in a county agency whose duties involve travel shall receive equal treatment with respect to travel allowance rates. All claims for expenses shall be supported by receipts and other satisfactory evidence required by section 15.18 (1) (c) 3, Wis. Stats.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, September, 1960, No. 57, eff. 10-1-60.

**PW-PA 10.30 Classification of County Agencies.** (1) **POINT PLAN.** County agencies shall be classified by the division in accordance with the following "point plan":

a. Social security aid cases (weighted March caseload)—one point for each 100 cases, or nearest 100.

Example:

- 0—49, no point
- 50—149, 1 point
- 150—249, 2 points

b. Child welfare and juvenile court service cases (under care March 31)—one point for each 40 cases, or nearest 40.

Example:

- 0—19, no point
- 20—59, 1 point
- 60—99, 2 points

c. General relief cases (March caseload)—one point for each 40 cases, or nearest 40.

Example:

- 0—19, no point
- 20—59, 1 point
- 60—99, 2 points

d. Approved staff positions for agency (July 1)—one point for each full-time position.

e. Population of county based on 1960 census—one point for each 10,000 persons, or nearest 10,000.

Example:

- 0—4,999, no point
- 5,000—14,999, 1 point
- 15,000—24,999, 2 points

(2) BASIS FOR ALLOCATION OF DIRECTORS

(a) <i>Classification</i>	<i>Points</i>
Director I -----	Assistant Administrators
Director II -----	1 to and including 15 points
Director III -----	16 to and including 25 points
Director IV -----	26 to and including 40 points
Director V -----	41 points and over

*am*

(b) Incumbents of positions first classified on the basis of the above classification of the agency will not be reduced in classification if the agency is re-allocated to a lower class because of a reduction in agency points.

(c) Directors of county agencies who have qualified for their positions will not be required to further qualify because of any future change in agency points.

(3) MAINTENANCE OF APPROPRIATE CLASSIFICATIONS OF COUNTY AGENCIES. The division will review the factors specified under items "a" through "d" on July 1 of each year. Any indicated change will be made effective as of July 1. If the agency classification is changed upward, the incumbent director's classification will be adjusted upward. If the agency classification is adjusted downward, the incumbent director will not be reduced in classification.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, September, 1960, No. 57, eff. 10-1-60.

**PW-PA 10.31** **History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, February, 1959, No. 38, eff. 3-1-59; r. Register, September, 1960, No. 57, eff. 10-1-60.

**PW-PA 10.32 County Merit System Classification plan.** (1) **CLASS TITLE: DIRECTOR V—CLASS V AGENCY ONLY.** (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare having 41 to and including 100 classification points. (See section PW-PA 10.30)

(b) *Characteristic Duties and Responsibilities.* 1. To be responsible for all phases of the public welfare program in a class V agency and to plan, organize, direct, and coordinate the work of the various units of administration for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to be responsible for financial planning, including preparation of budgets, maintenance of fiscal controls, and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To cooperate with representatives of the state department in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state department;



5. To be responsible for obtaining the active participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

6. To be responsible for the public relations of the county agency and for the interpretation of the public welfare program to the community;

7. To engage in conferences with the supervisory staff and to plan for staff development and in-service training programs; to be responsible for periodic staff evaluations;

8. To cooperate with other agencies, officials and citizens in planning for community services;

9. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification Requirements.* 1. Minimum Education and Experience. Five years of full-time paid employment within the last nine years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level. b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services. c. Extensive knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management. d. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals. e. Considerable knowledge of human behavior and the basic principles and practices of social casework.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work. b. Competency in public relations demonstrated by ability to promote and develop the public interest, understanding, and support in the objectives and benefits of adequate community welfare services.

4. Personal Attributes. Satisfactory appearance and poise; trustworthiness; and integrity.

5. Physical Characteristics. Good physical condition.

(2) CLASS TITLE: DIRECTOR IV—CLASS IV AGENCY ONLY. (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare having 26 to and including 40 classification points. (See section PW-PA 10.30) ✓

(b) *Characteristic Duties and Responsibilities.* 1. To be responsible for all phases of the public welfare program in a class IV agency and to plan, organize, direct, and coordinate the work of the various units of administration for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to be responsible for financial planning, including preparation of budgets, maintenance of fiscal controls, and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To cooperate with representatives of the state department in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state department;

5. To be responsible for obtaining the active participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

6. To be responsible for the public relations of the county agency and for the interpretation of the public welfare program to the community;

7. To engage in conferences with the supervisory staff and to plan for staff development and in-service training programs; to be responsible for periodic staff evaluations;

8. To cooperate with other agencies, officials and citizens in planning for community services;

9. To stimulate and supervise research pertinent to the development of the county welfare program.

(c) *Qualification Requirements.* 1. Minimum education and experience. Four years of full-time paid employment within the last nine years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Extensive knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Considerable knowledge of human behavior and the basic principles and practices of social casework.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. Competency in public relations demonstrated by ability to promote and develop the public interest, understanding, and support in the objectives and benefits of adequate community welfare services.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness; and integrity.

5. Physical characteristics. Good physical condition.



(3) CLASS TITLE: DIRECTOR III—CLASS III AGENCY ONLY. (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare having 16 to and including 25 classification points. (See section PW-PA 10.30)

(b) *Characteristic Duties and Responsibilities.* 1. To plan, organize, direct and coordinate the work of the staff members in all phases of public welfare in a class III agency for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to make financial plans including preparation of budgets, maintenance of fiscal control and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To cooperate with representatives of the state department in the operation and development of the county welfare program, and to prepare and submit required reports to the state department;

5. To obtain the participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

6. To maintain good public relations and interpret the public welfare program to the community;

7. To plan for staff development and in-service training, including regular staff meetings and conferences; to make periodic staff evaluations;

8. To cooperate with other agencies, officials and citizens in planning for community services.

(c) *Qualification Requirements.* 1. Minimum education and experience. Three years of full-time paid employment within the last eight years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. Graduate study in an accredited school of social work may be substituted for 2 years of the qualifying experience on a year for year basis.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Considerable knowledge of modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. General knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Considerable knowledge of human behavior and the basic principles and practices of social casework.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.  
b. To give effective leadership in the development and administration of a county public welfare program.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness, and integrity.

5. Physical characteristics. Good physical condition.

(4) CLASS TITLE: DIRECTOR II—CLASS II AGENCY ONLY. (a) *Definition.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state department of public welfare, to serve as the executive and administrative officer of a county department of public welfare having 1 to and including 15 classification points. (See section PW-PA 10.30)

(b) *Characteristic Duties and Responsibilities.* 1. To plan, organize, direct and coordinate the work of the staff members in all phases of public welfare in a class II agency for the efficient and effective operation of the program;

2. In consultation and agreement with the county board of public welfare to make financial plans including preparation of budgets, maintenance of fiscal control and submission of required reports to the county board;

3. To determine personnel requirements and to be responsible for the appointment of staff with the approval of the county board of public welfare and in compliance with the county merit system;

4. To cooperate with representatives of the state department in the operation and development of the county welfare program, and to prepare and submit required reports to the state department;

5. To obtain the participation of the county board of public welfare in policy making, in community interpretation, and to bring to the board any and all matters on which it is appropriate for the administrator to seek the board's advice;

6. To maintain good public relations and interpret the public welfare program to the community;

7. To plan for staff development and in-service training, including regular staff meetings and conferences, to make periodic staff evaluations;

8. To cooperate with other agencies, officials and citizens in planning for community services.

(c) *Qualification Requirements.* 1. Minimum education and experience. Two years of full-time paid employment within the last seven years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. One successfully completed year of graduate work in an accredited school of social work may be substituted for one year of qualifying experience.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Familiarity with modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.

d. General knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Knowledge of human behavior and the basic principles and practices of social casework.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, making decisions, planning and directing work.

b. To give effective leadership in the development and administration of a county public welfare program.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness, and integrity.

5. Physical characteristics. Good physical condition.

(5) CLASS TITLE: DIRECTOR I (ASSISTANT ADMINISTRATOR I)—CLASS I AGENCY ONLY. (a) *Definition*. To act as assistant administrator in an agency where a judge administers the social security aids. (See PW-PA 10.30)

(b) *Characteristic Duties and Responsibilities*. 1. Under direction of the judge to plan, organize, direct and coordinate the work of staff members in assigned phases of public welfare for the efficient and effective operation of the program;

2. Under direction of the judge, to prepare budget data, maintain fiscal controls, and prepare reports;

3. To supervise intake, investigations, disposition of applications, continuing plans for assistance or service and recording of these activities;

4. To cooperate with representatives of the state department in the operation of the county welfare program, and when directed by the judge to be responsible for preparation of required reports for submission to the state department;

5. To plan for staff development and in-service training, including regular staff meetings and conferences;

6. To maintain good public relations and interpret the public welfare program in community contacts.

(c) *Qualification requirements*. 1. Minimum education and experience. One year of full-time paid employment within the last 6 years in public or voluntary welfare work in an administrative or professional capacity and graduation from an accredited 4-year college or university. One successfully completed year of graduate work in an accredited school of social work may be substituted for the year of qualifying experience.

2. Knowledges. a. Thorough knowledge of organization and functions of state and local governments, including finance, with particular reference to their implications on the county level.

b. Thorough knowledge of Wisconsin public welfare laws and of pertinent provisions of the federal social security act, and familiarity with laws, regulations, and practices pertaining to other federal public welfare programs and of public and private agencies in the state providing special services.

c. Familiarity with modern administrative practices and procedures, budgeting and fiscal management, public administration, and personnel management.



d. General knowledge of current social and economic problems and the way in which these problems affect families and individuals.

e. Knowledge of human behavior and the basic principles and practices of social casework.

3. Abilities. a. To work with people; to exercise good judgment in appraising situations, and planning and directing work.

b. To give staff leadership in the operations of the agency.

4. Personal attributes. Satisfactory appearance and poise; trustworthiness, and integrity.

5. Physical characteristics. Good physical condition.

(6) CLASS TITLE: CASE WORK SUPERVISOR II. (a) *Definition.* Upon delegation by the director of a Class V agency, judge, or children's board supervises and develops the social service staff, promotes and maintains professional standards of social work practice, reviews and coordinates the work of the staff, interprets agency programs, participates in community planning to meet welfare needs, and performs other work as assigned.

(b) *Characteristic Duties and Responsibilities.* 1. With considerable latitude for program planning, may do any of the duties of a case work supervisor I, and, in addition:

2. Is responsible for and directs supervisory work of case work supervisor I.

(c) *Qualification Requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university and 2 years of approved graduate work in an accredited school of social work. Three years of full-time paid employment within the last seven years in a casework supervisory capacity in a public or voluntary welfare agency maintaining acceptable standards.

2. Knowledges. a. Extensive knowledge of approved social case work principles and methods in the field of welfare, family inter-relationships, and individual and group behavior.

b. Thorough knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Extensive knowledge of community welfare and health resources and ways in which these resources may be made available to people in need.

e. Familiarity with literature in the field of public welfare and social work.

f. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To direct and supervise the work of others.

b. To stimulate staff growth and development and to give effective casework consultation.

c. To maintain perspective between various demands and to keep balance between the various programs and activities.

d. To communicate ideas effectively.

e. To recognize individual differences in workers and to gauge their learning patterns and potential for independent work.

4. Personal attributes. Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness;

initiative; intellectual curiosity; recognition of need for individuals to get satisfaction and recognition from good performance.

5. Physical characteristics. Good physical condition.

(7) CLASS TITLE: CASE WORK SUPERVISOR I. (a) *Definition.* Upon delegation by the director, judge, or children's board supervises and develops the social service staff, maintains professional standards of social work practice, reviews and coordinates the work of the staff, interprets agency programs, participates in community planning to meet welfare needs, and performs other work as assigned.

(b) *Characteristic duties and responsibilities.* 1. Plans, organizes and directs the activities of the social service staff for the efficient and effective operation of the program;

2. Guides the professional development and training of the social service staff; is responsible for supervision and evaluates staff performance;

3. Supervises intake and investigation, disposition of requests and inquiries, plans for assistance and casework treatment, review of continuing eligibility and handling of complaints;

4. Reviews case records for accuracy and completeness of investigation, validity of decision, soundness of case plan and as a basis for determining staff training needs;

5. Assists the director or judge in developing and implementing policies and procedures to assure effective administration and recommends social work practices and procedures for improving agency services;

6. Assists in interpreting agency programs and services to the community and participates in activities for developing interest in community welfare practices and need.

(c) QUALIFICATION REQUIREMENTS. 1. Minimum education and experience. Graduation from an accredited four-year college or university and 2 years of approved graduate work in an accredited school of social work. Two years of full-time paid employment within the last seven years in a casework capacity in a public or voluntary welfare agency maintaining acceptable standards.

2. Knowledges. a. Extensive knowledge of approved social casework principles and methods in the field of welfare, family inter-relationships, and individual and group behavior.

b. Thorough knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Extensive knowledge of community welfare and health resources and ways in which these resources may be made available to people in need.

e. Familiarity with literature in the field of public welfare and social work.

f. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To direct and supervise the work of others.

b. To stimulate staff growth and development and to give effective casework consultation.

c. To maintain perspective between different parts of the job and balance between the various programs.

- d. To communicate ideas effectively.
- e. To read record material diagnostically.
- f. To recognize individual differences in workers and to gauge their learning patterns and potential for independent work.
- 4. Personal attributes. Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness; initiative; intellectual curiosity; leadership qualities.
- 5. Physical characteristics. Good physical condition.

(8) CLASS TITLE: CASE WORKER III. (a) *Definition.* Under appropriate supervision performs professional casework in the programs of the agency such as public assistance, child welfare, juvenile court services; interprets service programs to the community; participates in community planning to meet welfare needs; and performs other related work as assigned.

(b) *Characteristic duties and responsibilities.* 1. With appropriate supervision and considerable latitude for the use of independent professional judgment, may perform any of the duties of a case worker II and/or one or more of the following:

2. Plans for and applies intensive casework treatment in helping clients toward a solution of problems creating dependency, delinquency and mental illness;

3. Furnishes casework services to children and parents in their own homes as a means of strengthening family life; provides casework services to unmarried mothers; and makes investigations regarding adoptions;

4. Works with schools and other agencies to identify children who are in need of special help and jointly plans how these needs can best be met;

5. Participates in planning conferences with other public and voluntary agencies for jointly considering problems for better use of existing resources and for developing needed resources;

6. Interprets to the community the causal factors in family breakdown and behavior problems as they are related to the agency's program and services;

7. Participates in establishing agency policies and procedures to enable professionally recognized social work practices;

8. As assigned, gives supervisory help to Caseworkers I and II.

(c) *Qualification requirements.* 1. Minimum education and training. Graduation from an accredited 4-year college or university and 2 years of approved graduate work in an accredited school of social work.

2. Knowledges. a. Thorough knowledge of human growth and behavior, and of casework principles and methods.

b. Thorough knowledge of causal factors underlying family breakdown and community disorganization.

c. Thorough knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Thorough knowledge of welfare and health resources and ways in which these resources should be made available to people in need of them.

e. Considerable knowledge of community organization principles and methods.

3. Abilities. a. To make social diagnoses and provide appropriate social casework treatment.



b. To plan and organize work to achieve most effectively program objectives.

c. To communicate effectively and professionally both verbally and in writing.

d. To recognize the agency administrative structure, and to accept supervisory and/or consultative help constructively.

e. To work cooperatively and effectively with agency staff, local officials, and with other public or voluntary personnel.

4. Personal attitudes and attributes. Conviction that public welfare is a field of professional social work; perception of social, emotional, and economic needs of people and the way these needs impinge on adequate functioning; insight into own motivations; emotional maturity, reliability, tact, integrity, initiative, good professional judgment, and resourcefulness.

5. Physical characteristics. Good physical condition.

(9) CLASS TITLE: CASE WORKER II. (a) *Definition*. Under appropriate supervision performs social casework in the programs of the county agency, such as: public assistance, child welfare, juvenile court services; and performs other related work as assigned.

(b) *Characteristic duties and responsibilities*. 1. With appropriate supervision and more latitude for individual judgment may perform any of the duties of a case worker I, and/or one or more of the following:

2. Carries a caseload involving personal and social behavior problems which require special study, planning and treatment;

3. Provides social services appropriate to the client's problem, gives consultation, makes referral or takes other action;

4. Is responsible for exploratory and diagnostic intake and appropriate worker referral;

5. Develops satisfactory plans for casework services in cooperation with available local and state welfare and health agencies;

6. Serves as an assistant to the director, judge or casework supervisor in carrying out specific program assignments or duties.

(c) *Qualification requirements*. 1. Minimum education and experience. Graduation from an accredited four-year college or university and completion of 12 graduate credits in the social sciences and one year of full-time paid employment within the last five years in a professional capacity where there is personal adjustment or supervisory work with individuals or groups (casework, teaching, personnel work, group counseling, etc.). Each full year of demonstrated performance in such professional work may be substituted for three of the above mentioned 12 credits.

2. Knowledges. a. Considerable understanding of human growth and behavior.

b. Considerable knowledge of current social and economic problems and the way in which these problems affect families and individuals.

c. Considerable knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

d. Considerable knowledge of welfare and health resources, and ways in which these resources may be made available to people in need of them.

e. Considerable knowledge of approved social work principles, methods and practices.

3. Abilities. a. To provide casework services adequately and skillfully.

b. To plan and organize work to most effectively achieve program objectives.

c. To relate to people in an unprejudiced and understanding manner with concern for their circumstances and feeling.

d. To prepare and maintain necessary records and reports, and to understand and follow oral or written instructions.

e. To work cooperatively and effectively with local officials and with public and voluntary agencies.

4. Personal attitudes and attributes. Acceptance of individual differences in people, recognition of worth and dignity of individuals, sensitivity to human feelings and needs, recognition of society's responsibility for human welfare; pride and satisfaction in being associated with the governmental agency which provides such services; satisfactory appearance and bearing, energy, emotional maturity, reliability; tact; integrity; good judgment; skill in human relationships; initiative, and resourcefulness.

5. Physical characteristics. Good physical condition.

(10) CLASS TITLE: CASE WORKER I. (a) *Definition.* Under appropriate supervision in a county agency makes financial investigations and social studies of persons and families in need of financial assistance and/or casework service, makes recommendations for administrative decisions, and performs other related work as assigned.

(b) *Characteristic duties and responsibilities.* 1. Accepts requests and referrals for public assistance, child welfare, juvenile court services and related welfare services; determines through interviews, home visits, and collateral investigations of eligibility of these individuals and families;

2. Explains the scope of the agency's services and discusses the client's rights and responsibilities in relation to his use of such services;

3. Secures verifying evidence pertaining to social history and need, such as records of birth, marriage, income, resources, and property;

4. Determines the extent of need through a budget, identifies personal and family problems, and submits for approval plans for financial aid and service, including the initial payment, subsequent changes and discontinuances;

5. Plans with the supervisor for social services appropriate to the client's problem and for consultation, referral or other action;

6. Continues contacts with clients by reviewing their economic and social situations as necessary, and recommends modification of the original plan as indicated;

7. Maintains case records containing pertinent, accurate and current information, prepares correspondence, reports and other records as required.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from an accredited 4-year college or university.

2. Knowledges. a. Some understanding of human growth and behavior.

b. Knowledge of current social and economic problems and the way in which these problems affect families and individuals.

3. Abilities. a. To acquire and apply within a few months, a good working knowledge of laws, regulations and practices pertaining to federal and state public welfare programs.

b. To acquire, within a few months, a good working knowledge of community welfare and health resources, and ways in which these resources may be used by people in need.

c. To plan and organize work to achieve most effectively program objectives.

d. To relate to people in an unprejudiced and understanding manner with concern for their circumstances and feelings.

e. To prepare and maintain necessary records and reports, and to understand and follow oral or written instructions.

f. To develop skill in human relationships.

4. Personal attitudes and attributes. Acceptance of individual differences in people, recognition of worth and dignity of individuals, sensitivity to human feelings and needs; recognition of society's responsibility for human welfare; pride and satisfaction in being associated with the governmental agency which provides such services; satisfactory appearance and bearing, energy, emotional maturity, reliability; tact; integrity; good judgment.

5. Physical characteristics. Good physical condition.

(11) CLASS TITLE: JUVENILE COURT WORKER. (a) *Definition.* Under close supervision in a juvenile court makes investigations of matters brought to the court's attention, assists in expediting the court process, provides clearances for the court with the referral sources and other related work as assigned by the court.

(b) *Characteristic duties and responsibilities.* 1. Screens referrals to juvenile court to determine through investigation that general jurisdictional factors are present in the referral;

2. Explains the scope of the court's services;

3. Secures verifying evidence pertaining to jurisdictional factors and gathers social history information when so directed;

4. Plans with the supervisor for appropriate action, consultation, or referral;

5. Continues contacts with youth and family as directed by the court;

6. Maintains records containing pertinent, accurate, and current information; prepares correspondence, reports and other records as required.

(c) *Qualification requirements.* 1. Minimum education and experience. Graduation from a 4-year high school and 5 years of experience in working where there is personal adjustment of, or supervisory work with individuals or groups.

2. Knowledges. a. Some knowledge of juvenile problems.

b. Knowledge of the general functioning of law enforcement agencies and the juvenile court.

3. Abilities. a. To acquire a working knowledge of laws, regulations and practices pertaining to the juvenile court.

b. To acquire a knowledge of community health and welfare resources.

c. To plan and organize work effectively.

d. To work with youth and parents in an unprejudiced and understanding manner.



e. To prepare and maintain necessary records and reports and to understand and follow oral or written instructions.

4. Personal attitudes and attributes. Satisfactory appearance and bearing, energy, emotional maturity, reliability, tact, integrity, good judgment, acceptance of individual differences in people, recognition of worth and dignity of individuals, sensitivity to human feelings and needs.

5. Physical characteristics. Good physical condition.

(12) CLASS TITLE: CLERK IV. (a) *Definition.* Under the general supervision of the director of a Class IV or V agency, judge or children's board, supervises clerical employees, and/or performs specialized clerical functions of considerable difficulty and responsibility calling for thorough familiarity with agency regulations and procedures; and performs other work as assigned.

(b) *Examples of work performed.* 1. Serves as the chief clerical employee or office manager, and in that capacity may supervise a clerical and stenographic staff.

2. Plans and is responsible for the flow of work; assigns and checks work; and instructs the staff in proper office procedures.

3. Works with the director or judge in preparing budgets of estimated expenditures, county board reports, and prepares correspondence and reports.

4. Is responsible for the record work involved in the purchase and issuance of supplies and equipment necessary for the operation of the agency, and the maintenance of a perpetual inventory record.

5. Is responsible for the clerical work in the handling of property transactions, including verification of property values, filing and disposition of liens, and property management.

6. Is responsible for the agency's fiscal procedures, including the preparation of payrolls and related financial and statistical reports.

(c) *Desirable qualifications.* 1. Training and experience. Graduation from a standard 4-year high school; and 6 years of full-time paid employment within the last 10 years in increasingly responsible clerical work. Applicants may substitute training in an accredited college or university for experience at the rate of one successfully completed year of college education for one year of experience.

2. Knowledges. a. Practical working knowledge of approved office methods and management.

b. Familiarity with the use of common office or business machines and equipment.

c. Knowledge of the application of standard bookkeeping and elementary accounting principles.

d. A thorough working knowledge of the agency's functions, fiscal procedures, manuals, office forms, and routines.

e. Familiarity with the organization and function of state and local governments, with particular reference to their implications for the county agency.

3. Abilities. a. To understand and follow instructions of a complex nature, and to supervise a staff in carrying out these instructions.

b. To work cooperatively with other staff members in implementing program objectives.

c. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Neatness in appearance and work; emotional maturity; objectivity; resourcefulness; initiative and reliability.

5. Physical characteristics. Good physical condition.

(13) CLASS TITLE: CLERK III. (a) *Definition.* Under general supervision in a county agency supervises clerical employees, and/or performs specialized clerical functions of considerable difficulty and responsibility calling for thorough familiarity with agency regulations and procedures; and performs other work as assigned.

(b) *Examples of work performed.* 1. Serves as the chief clerical employee or office manager in a class I, II, or III agency, and in that capacity may supervise clerical and stenographic staff.

2. Plans and is responsible for the flow of work; assigns and checks work; and instructs the staff in proper office procedures.

3. Works with the director or judge in preparing budgets of estimated expenditures, county board reports, and prepares correspondence and reports.

4. Is responsible for the record work involved in the purchase and issuance of supplies and equipment necessary for the operation of the agency, and the maintenance of a perpetual inventory record.

5. Is responsible for clerical work in the handling of property transactions, including verification of property values, filing and disposition of liens, and property management.

6. Is responsible for the agency's fiscal procedures, including the preparation of payrolls and related financial and statistical reports.

(c) *Desirable Qualifications.* 1. Training and experience. Graduation from a standard 4-year high school; and five years of full-time employment within the last 10 years in increasingly responsible clerical work. Applicants may substitute training in an accredited college or university for experience at the rate of one successfully completed year of college education for one year of experience.

2. Knowledges. a. Practical working knowledge of approved office methods and management.

b. Familiarity with the use of common office or business machines and equipment.

c. Knowledge of the application of standard bookkeeping and elementary accounting principles.

d. A thorough working knowledge of the agency's functions, fiscal procedures, manual, office forms, and routines.

e. Familiarity with the organization and function of state and local governments, with particular reference to their implications for the county agency.

3. Abilities. a. To understand and follow instructions of a relatively complex nature, and to supervise a staff in carrying out these instructions.

b. To work cooperatively with other staff members in implementing program objectives.

c. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Neatness in appearance and work; emotional maturity; objectivity; resourcefulness; initiative; and reliability.

5. Physical characteristics. Good physical condition.

(14) CLASS TITLE: CLERK II. (a) *Definition.* Under supervision or subject to review in a county agency performs general clerical

work of a varied nature calling for familiarity with agency procedures and the exercise of independent judgment in carrying out assignments; and performs other work as assigned.

(b) *Examples of work performed.* 1. With appropriate supervision and more responsibility for planning and carrying out varied clerical assignments, may perform any of the duties listed under Clerk I and in addition:

2. Serves as clerical unit or section supervisor; assigns work; and reviews and approves completed work.

3. Prepares requisitions, invoices, and receipts; checks bills against approved schedules; vouchers payments, and posts to ledger accounts from source documents.

4. Under supervision prepares administrative and assistance pay-rolls and related statistical and financial records and reports.

5. Maintains central control files.

6. Handles clerical detail for purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Desirable qualifications.* 1. Training and experience. Graduation from a standard 4-year high school; and 2 years of full-time paid employment within the last 10 years involving some clerical work. Applicants may substitute training in an accredited college or university for experience at the rate of one successfully completed year of college education for one year of experience; or may substitute full-time paid clerical experience for the required training on a year for year basis with a maximum substitution of 2 years.

2. Knowledges. a. Practical working knowledge of office methods.

b. Familiarity with the use of common office or business machines and equipment.

c. Familiarity with postal rules, regulations, and rates.

d. Practical working knowledge of grammar, spelling, and arithmetic.

e. Working knowledge of the agency's functions, fiscal procedures, manuals, and office forms.

3. Abilities. a. To understand and follow instructions of a complex nature, and to give directions for the performance of simple clerical work.

b. To work cooperatively with other staff members.

c. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

5. Physical characteristics. Good physical condition.

(15) CLASS TITLE: CLERK STENOGRAPHER II. (a) *Definition.* Under supervision or subject to review in a county agency performs general stenographic, secretarial or clerical work of a varied nature calling for familiarity with agency procedures and the exercise of independent judgment in carrying out assignments; and performs other work as assigned.

(b) *Examples of work performed.* 1. With appropriate supervision and more responsibility for planning and carrying out varied clerical

assignments, may perform any of the duties listed under clerk stenographer I and in addition:

2. Serves as clerical unit or section supervisor, assigns work and reviews and approves completed work.

3. Prepares requisitions, invoices, and receipts; checks bills against approved schedules; vouchers payments; and posts to ledger accounts from source documents.

4. Under supervision prepares administrative and assistance payrolls and related statistical and financial records and reports.

5. Maintains central control files.

6. Handles clerical detail for the purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Desirable qualifications.* 1. Training and experience. Graduation from a standard 4-year high school; and 2 years of full-time paid employment within the last 10 years involving some stenographic work. Applicants may substitute training in an accredited college or university for experience at the rate of one successfully completed year of college education for one year of experience; or may substitute full-time paid clerical experience, including stenography, for the required training on a year for year basis with a maximum substitution of 2 years.

2. Knowledges. a. Practical working knowledge of office methods.

b. Familiarity with the use of common office or business machines and equipment.

c. Familiarity with postal rules, regulations and rates.

d. Practical working knowledge of grammar, spelling, punctuation, and arithmetic.

e. Working knowledge of the agency's functions, fiscal procedures, manuals, and office forms.

3. Abilities. a. To take dictation at 100 words a minute for material of ordinary difficulty, and to transcribe it accurately at a reasonable rate of speed.

b. To type from plain copy at 40 net words a minute.

c. To understand and follow instructions of a complex nature, and to give directions for the performance of simple clerical work.

d. To work cooperatively with other staff members.

e. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

5. Physical characteristics. Good physical condition.

(16) CLASS TITLE: CLERK STENOGRAPHER I. (a) *Definition.* Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs stenographic and clerical work and other work as assigned.

(b) *Examples of work performed.* 1. Takes and transcribes dictation such as letters, case history narrative, reports, or office memoranda.

2. Types a variety of material, such as payrolls, statistical and financial reports; cuts stencils.



3. Performs a variety of general clerical tasks such as filing; prepares simple statistical and financial reports; opens and distributes mail.

4. Acts as receptionist; answers the telephone; handles routine inquiries and makes appointments.

(c) *Desirable qualifications.* 1. Training and experience. Graduation from a standard four-year high school. Applicants may substitute full-time paid clerical experience, including stenography, for the required training on a year for year basis with a maximum substitution of 2 years.

2. Knowledges. a. Practical working knowledge of grammar, spelling, punctuation, and arithmetic.

b. Some knowledge of general office routines and postal regulations.

3. Abilities. a. To take dictation at 80 words a minute for material of ordinary difficulty, and to transcribe it accurately at a reasonable rate of speed.

b. To type from plain copy at 30 net words a minute.

c. To understand and carry out oral or written instructions.

d. To work cooperatively with other staff members.

e. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

5. Physical characteristics. Good physical condition.

(17) CLASS TITLE: CLERK I. (a) *Definition.* Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs general clerical work and other work as assigned.

(b) *Examples of work performed.* 1. Acts as receptionist; answers the telephone; handles routine inquiries; checks master index and refers persons to the appropriate staff members.

2. Opens and distributes incoming mail.

3. Sorts and files material; keeps charge-out records.

4. Performs a variety of routine recording tasks; posts financial records; checks and verifies payrolls and reports.

(c) *Desirable qualifications.* 1. Training and experience. Graduation from a standard four-year high school. Applicants may substitute full-time paid clerical experience for the required training on a year for year basis with a maximum substitution of 2 years.

2. Knowledges. a. Practical working knowledge of grammar, spelling and arithmetic.

b. Some knowledge of general office routines and postal regulations.

3. Abilities. a. To understand and carry out oral or written instructions.

b. To work cooperatively with other staff members.

c. To meet the public tactfully and courteously.

d. To organize work with attention to details.

4. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

5. Physical characteristics. Good physical condition.

(18) CLASS TITLE: CLERK TYPIST. (a) *Definition*. Under immediate supervision in a county agency where procedures and regulations are carefully prescribed, performs typing and clerical work and other work as assigned.

(b) *Examples of work performed*. 1. Types administrative and assistance payrolls, award letters, statistical and financial reports; types letters and reports from rough draft; types reports from dictating machines; cuts stencils.

2. Performs a variety of general clerical tasks such as filing; prepares simple statistical and financial reports; opens and distributes mail.

3. Acts as receptionist; answers the telephone; handles routine inquiries and makes appointments.

(c) *Desirable qualifications*. 1. Training and experience. Graduation from a standard four-year high school. Applicants may substitute full-time paid clerical experience, including typing, for the required training on a year for year basis with a maximum substitution of two years.

2. Knowledges. a. Practical working knowledge of grammar, spelling, punctuation, and arithmetic.

b. Some knowledge of general office routines and postal regulations.

3. Abilities. a. To type from plain copy accurately at 30 net words a minute.

b. To make exact copies of simple tables or tabulated material.

c. To understand and follow oral or written instructions.

d. To work cooperatively with other staff members.

e. To meet the public tactfully and courteously.

4. Personal attitudes and attributes. Aptitude for office work; neatness in appearance and work; accuracy in detail; willingness and adaptability; alertness; good memory; discretion in maintaining confidentiality.

5. Physical characteristics. Good physical condition.

(19) CLASS TITLE: HOMEMAKER. (a) *Definition*. Under the general supervision of a social worker or other professional person in a county agency assumes full or partial responsibility in homes threatened with disruption of family life, for child or adult care, for household management, and for maintaining normal functioning of the home.

(b) *Characteristic duties and responsibilities*. 1. Assume homemaking duties on day or hourly assignment or as a resident homemaker, including responsibilities for household management, keeping the house in clean and orderly condition and maintaining normal family living.

2. Provides for the physical and emotional care and upbringing of children. This will vary according to the age and development of the child.

3. Helps with the care of the aged, ill or disabled, encouraging self-care and teaching other members of the family to carry out household tasks within their capabilities.

4. Purchases and prepares food for the family, plans future meals, and helps in working out a budget.

5. Performs some routine household tasks such as daily cleaning, bed making, washing up after meals, doing some light laundry, ironing and mending.

6. Assists with personal services such as help with bathing, dressing, shaving, care of hair and nails.

7. Supervises and assists in carrying out recommendations of physician, nurse, social worker, physical therapist, or nutritionist. Teaches and helps in personal adjustment with the goal of making the person and family as self-sufficient as possible.

8. Encourages family members to participate in appropriate recreational and cultural activities suitable to their ages and needs.

(c) *Desirable qualifications.* 1. Experience: Experience in care of children and adults and in home management is essential, including performance of household duties, and the purchase and preparation of food.

2. Age: Generally homemakers are between 40 and 55 years of age. Younger or older women are considered on an individual basis.

3. Physical health: Good physical health is required for the protection of families and to carry the responsibilities of a job involving hard physical work, travel in all kinds of weather, long hours, and emotional strain. (Pre-employment and annual physical examinations are required.)

4. Attitude toward people: a. Ability to get along with people and to grow in understanding of them; respect for others and ability to accept their differences.

b. To work with children, a homemaker should have warmth of personality and should like children, have patience with them, and be sensitive to their feelings. She should be able to be consistently firm and to deal with behavior that may be different from any she has previously encountered.

c. To work with the aging, a homemaker should have a positive philosophy toward the aging and their continued potentials for a satisfying and useful life. She must be able to give help and sympathetic understanding in a way that enables the aging individual to regain and/or sustain the highest possible degree of independent living.

5. Emotional maturity: Satisfying personal relationships and ability to find satisfaction in caring for other people; capacity to assume responsibility and to perform her duties competently; confidence in her own ability. It is important for her to be dependable, particularly in being on the job as agreed. For instance, children already upset by a parent's illness or absence will need uninterrupted care. The homemaker needs to be sufficiently secure to withstand criticism by relatives, neighbors, parents and even children. Flexibility is required in adapting to various situations and in acquiring new attitudes and skills.

6. Respect for confidentiality: She should understand the reasons for confidentiality and for refraining from discussing a family's problems except with the caseworker or, where indicated, with other professional workers, such as the physician or nurse coming into the home.

7. Intelligence and capacity to learn through in-service training and supervision: The homemaker must be able and willing to learn through her job experience, supervision, and the training program of the agency.

8. Ability to work within an agency: The homemaker must be able to understand that an employee of a social agency is different from a household worker employed independently by the family. She must be capable of learning to work with the caseworker and other professional workers in carrying out a casework plan in which her duties and role are defined.

**History:** 1-2-56; am. Register, October, 1957, No. 22, eff. 11-1-57; am. Register, September, 1960, No. 57, eff. 10-1-60; cr. (19), Register, March, 1962, No. 75, eff. 4-1-62.

Next page is numbered 59