Chapter PW–PA 10

MERIT SYSTEM RULE FOR COUNTY AGENCIES ADMINISTERING SOCIAL SECURITY AIDS, JUVENILE COURT SERVICES, CHILD WELFARE AGENCIES

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History: Chapter PW–PA 10 as it existed on December 31, 1968 was repealed and a new chapter PW–PA 10 was created effective January 1, 1969.

PW–PA 10.01 Definitions. The following definitions apply throughout this rule, unless the context clearly requires another meeting:

(1) "Department" means the state of Wisconsin Department of Health and Social Services.

(2) "Secretary" means the secretary of the state of Wisconsin Department of Health and Social Services.

(3) "Division" means the Division of Family Services of the state of Wisconsin Department of Health and Social Services as constituted in section 46.03 Wis. Stats., and which division shall be responsible, with the approval of the secretary, for performance of the functions of the state of Wisconsin Department of Health and Social Services with respect to the application of this rule.

(4) "Bureau" means the Bureau of Personnel of the state Department of Administration, whose duties are described in section PW–PA 10.02 (1).

(5) "Personnel board" means the Wisconsin state Personnel Board.

(6) "Appointing authority" means the officer, board, person or group of persons having authority to make appointments as provided in section PW–PA 10.02 (4).

(7) "Agency" means either (a) the county agency charged with the administration of the social security aids, or (b) the appropriate court having juvenile court jurisdiction.

(8) "Social security aids" means old-age assistance, aid to families with dependent children, aid to the blind, and aid to totally and permanently disabled persons as referred to in sections 49.18, 49.19, 49.20 to 49.37, and 49.61, Wis. Stats.

(9) "Medical assistance" means medical benefits paid in behalf of eligible persons pursuant to sections 49.45, 49.46 and 49.47, Wis. Stats.

(10) "Director" means the administrator of a social security aid agency.

(11) "Juvenile court" is that court(s) of record designated in a particular county as that court(s) in which juvenile matters will be heard pursuant to section 48.03 (1), Wis. Stats.

(12) "Position" means an office or employment in an agency (whether part-time or full-time, temporary or permanent, occupied or vacant) composed of specific duties.

(13) "Exempt position" means a position herein designated as a position exempt from the application of this rule. The exempt positions in the agencies are the following:

(a) Assistant district attorneys or corporation counsels serving as legal counsel.

(b) Students of a recognized graduate school of social work engaged in field training.

(c) Members of county welfare boards paid only for attendance at meetings.

(14) "Class" means a group of positions sufficiently similar as to the duties performed, degree of supervision exercised or required, requirements of education, experience or skill, and such other characteristics, that the same title and the same tests of fitness may be applied to each position in the group.

(15) "Minimum qualifications" means the requirements of education and experience and other qualifications as prescribed for a given class in the classification plan.

(16) "Desirable qualifications" means the preferred requirements of education and experience and other qualifications as described for a given class in the classification plan.

(17) "Eligible" means any person who is on a register for appointment, promotion, or reinstatement.

(18) "Register" means an officially promulgated list of eligibles for a class of position in the order of their final ratings in a merit examination.

(19) "Employee" means any person in the employ of an agency who is paid a salary or wage.

(20) "Original appointment" means the first appointment of an individual to any agency through selection from a register in accordance with Wis. Adm. Code section PW–PA 10.08 (1) and/or PW–PA 10.06 (1) (c).

(21) "Probationary period" means the first 6 months of employment beginning with the date of original appointment to a permanent position as described in section PW–PA 10.09 (1) (a) except as described in section PW–PA 10.09 (1) (b), and (c).

(22) "Permanent employee" means an employee who has been given permanent status upon the successful completion of a probationary period.

(23) "Provisional appointment" means an appointment to fill a position pending the establishment of a register for such position as described in section PW–PA 10.08 (2).

(24) "Temporary appointment" means an appointment from a register for a period not to exceed 6 months as described in section PW-PA 10.08 (4).

(25) "Emergency appointment" means an appointment required by a state of emergency for not more than 90 working days as described in section PW-PA 10.08 (3) (a) or for the period of the civil defense emergency as described in section PW-PA 10.08 (3) (b).

(26) "Promotion" means the movement of an employee, from a position in one class to a position in a different class having a higher maximum salary as described in section PW-PA 10.10 and PW-PA 10.25.

(27) "Allocation" means the official act by which a position is initially placed in one of the classes of positions in the classified service.

(28) "Re-allocation" means the reassignment of a position to a different class in the classification plan as described in section PW-PA 10.03 (4) (a) and (b).

(29) "Reclassification" means the reassignment of a position to a different class because of changes in the duties and responsibilities of the position.

(30) "Salary advancement" means an increase in salary within the salary range for the class of position.

(31) "Demotion" means the movement of an employee with permanent status, from a position in one class to a position in another class having a lower maximum salary as described in section PW-PA 10.11 (2) and PW-PA 10.25.

(32) "Transfer" means a change from one position to another in the same class or in another class on the same level of qualifications within the agency or to another agency as described in section PW-PA 10.11 (1).

(33) "Resignation" means the termination of employment of an employee made at the request of the employee.

(34) "Dismissal" means the termination of employment of an employee for cause.

(35) "Suspension" means an enforced leave of absence for disciplinary purposes or pending investigation of charges made against an employee.

(36) "Lay-off" means the termination of employment because of shortage of funds or curtailment of services.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.02 Organization for county merit system. (1) BUREAU OF PERSONNEL, STATE DEPARTMENT OF ADMINISTRATION. Within the scope of this rule, it shall be the duty of the bureau:

(a) To establish general policies for the administration of merit examinations;

(b) To review the classification and compensation plans and to advise with the division on their adoption and subsequent revision;

(c) To develop and put into continuous effect procedures for the administration of the merit system as they relate to the preparation, administration, and scoring of examinations, preparation, custody, and maintenance of registers of eligibles, the certification for appointments, and the determination of the adequacy of existing registers;

(d) To review and make written recommendations to the secretary with respect to any amendments of this rule;

(e) To submit periodically to the secretary a report of actual expenditures with relation to the administration of merit system operations.

(2) WISCONSIN STATE PERSONNEL BOARD. Within the scope of this rule, it shall be the duty of the personnel board to hear all personnel appeals and render a decision in accordance with the provisions of section PW–PA 10.13 (4).

(3) DIVISION OF FAMILY SERVICES. Within the scope of this rule, it shall be the duty of the division:

(a) To develop and put into effect the merit system rule and regulations related thereto and be responsible for their application;

(b) To develop general policies in the administration of the merit system;

(c) To make recommendations to agencies relative to their internal personnel practices to assure conformity with this rule;

(d) To confer with agencies on personnel matters including placement problems;

(e) To develop and administer the classification and compensation plans;

(f) To receive requests from the agencies relative to all proposed personnel actions and to transmit such requests to the bureau; when received from the bureau to transmit decisions to the agencies;

(g) To develop and administer a system of performance reports;

(h) To promote understanding of the purposes, policies, and practices of the merit system;

(i) To maintain personnel records of all persons employed in the agencies and records of all personnel actions;

(j) To perform such other duties as may be found to be necessary by the secretary.

(4) COUNTY APPOINTING AUTHORITY. (a) Each agency, except where the administration is vested in the juvenile court judge shall employ a director who shall be selected by the county board of public welfare pursuant to section 46.22 (2) (b) or 49.51 (2) (a), Wis. Stats.

(b) All other employees of the agency shall be selected by the director or juvenile court judge, as the case may be, upon proper certification from an appropriate register of eligibles or transfer in accordance with this rule, with the advice and consent of the appointing authority.

(c) The provisions of this section shall not apply to counties having a civil service system provided the standards of qualifications and examinations have been approved and the department has delegated to the civil service agency in such county responsibility for determining qualifications of applicants by merit examination.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.03 Classification plan. (1) PREPARATION AND ADOPTION OF PLAN. (a) The division, in cooperation with the bureau, shall ascertain and record the duties and responsibilities of all positions to which this rule applies, and prepare a comprehensive classification plan. The classification plan shall include for each class of

position an appropriate title, a description of the duties and responsibilities, and the requirements of education, experience, and other qualifications.

(b) The classification plan as adopted shall be binding upon all agencies. The class title contained therein shall be used in all personnel and financial records of the agencies, as well as in all examination procedures.

(2) ALLOCATION OF POSITIONS. Every position in the agencies shall be allocated by the division, after consultation with the bureau, to one of the classes established by the classification plan. No person shall be appointed or promoted to any position until it has been properly classified as herein provided. As additional classes are established or existing classes are abolished or changed, such necessary allocation or re-allocation shall be made to new or existing classes as is necessitated thereby.

(3) REVISION OF PLAN. Existing classes of positions may be abolished or changed, or new classes added, in the same manner as the classification plan was originally adopted.

(4) INCUMBENTS OF RE-ALLOCATED OR RECLASSIFIED POSITIONS. (a) When a position is re-allocated to a different class, not because of a change in duties and responsibilities but because of a re-appraisal of the position in terms of the total classification plan, no examination is necessary for the permanent employee who has been occupying the position and who qualified for it through an examination on the basis of its former classification.

(b) When a position is reclassified to a different class because of a change in duties and responsibilities or because of a subsequent re-survey, an examination may or may not be necessary for the permanent employee who has been occupying the position throughout the change and who originally qualified for it through an examination on the basis of its former classification. Decision as to the need for examination shall then be determined by the bureau on the basis of whether the reclassification represents a transfer, promotion, or demotion in relation to the former classification of the position.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.04 Compensation plan. (1) PREPARATION AND ADOPTION OF PLAN. (a) The division, in cooperation with the bureau, shall assemble data and develop a comprehensive compensation plan for all classes of positions. The plan shall include salary schedules for the various classes, with the salary of each class consistent with the functions outlined in the class specifications. Initial, intervening, and maximum rates of pay for each class shall be established to provide for steps in salary advancement without change of duty in recognition of meritorious service. In arriving at such salary schedules, prevailing rates in the counties of the state, conditions affecting the supply of competent persons, and other relevant factors shall be taken into consideration. The plan shall also include regulations covering salary increases and adjustments.

(b) The compensation plan as adopted shall be binding upon all the agencies.

(2) ADMINISTRATION OF PLAN. (a) The approved compensation plan shall constitute the official schedules of salaries for all classes of

positions in the agencies. No salaries shall be recognized for reimbursement by the division unless they conform to the approved compensation plan. The entrance salary for an employee shall be at the minimum salary for the class to which he is appointed, or as otherwise provided in the plan. Necessary salary adjustments affecting employees at the time of adoption or amendments of the compensation plan, or resulting from promotions, demotions, or transfers, shall be administered in accordance with the requirements of the plan.

(b) Salary advancements shall not be automatic, but shall be based upon quality and length of service, and shall be controlled by the provisions of the compensation plan, providing for fixed times for consideration of increases that an individual employee may receive.

(3) REVISION OF PLAN. Salary ranges for classes of positions shall be amended in the same manner as originally adopted.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.05 Application and examinations. (1) CHARACTER OF EXAMINATIONS (a) Examinations for entrance to the service shall be conducted on an open-competitive basis. Examinations shall be practical in nature, shall be constructed to reveal the capacity of the applicant for the particular position for which he is competing as well as his general background and related knowledge, and shall be rated objectively. A practical written test shall be included, except that where competition through an assembled examination is impracticable, an unassembled examination may be held. The bureau shall determine when competition through an assembled examination is impracticable.

(b) Examinations may also include:

1. A competitive performance test for stenographic and typing positions and other positions involving the operation of office machines;

2. A rating of education and experience for some professional, technical, supervisory, administrative, or other positions for which a written examination is impracticable;

3. An oral examination when practicable for positions requiring frequent contact with the public, or which involve important supervisory or administrative duties.

(2) NOTICE OF EXAMINATIONS. Public announcement of all entrance examinations shall be made reasonably in advance of the closing date. The bureau and the division shall make every reasonable effort to attract qualified persons to compete in these examinations. Public announcement of examinations shall specify the title and salary range of the class of position, the duties to be performed, the qualifications required, the final date on which applications will be received, except that for those classes for which there is to be continuous recruitment as provided in subsection (3) (b), a closing date need not be specified.

(3) FILING APPLICATIONS. (a) All applications shall be made on forms prescribed by the bureau and must be filed with the bureau or with the division prior to the examination. Such applications shall include a statement from the applicant of all pertinent information regarding his education, experience and any other information which the bureau may deem necessary. All applications shall be signed,

and the truth of all statements contained therein certified by such signature.

(b) In those classes of positions in which there is difficulty in securing qualified applicants, the bureau, with the approval of the division, may establish a recruitment program which is both positive and continuous. Under such a plan, applications may be accepted at any time and examinations held whenever applicants have filed in sufficient numbers to assure adequate competition.

(4) DISQUALIFICATION OF APPLICANTS. (a) The bureau may refuse to examine an applicant, or, after examination, to certify any eligible on a register if:

1. He is found to lack any of the preliminary requirements established for the examination for the class of position;

2. He is so disabled as to be rendered unfit for the performance of the duties of the class;

3. He is addicted to the use of narcotics or the habitual use of intoxicating liquors to excess;

4. He has made a false statement of material fact in his application;

5. He has previously been dismissed from any public service for delinquency, misconduct, or other similar cause;

6. He has used or attempted to use political pressure or bribery to secure an advantage in the examination or appointment;

7. He has directly or indirectly obtained information regarding examinations to which as an applicant he was not entitled;

8. He has failed to submit his application correctly or within the prescribed time limits;

9. He has been convicted of any infamous crime or other crime involving moral turpitude;

10. He has taken part in the compilation, administration, or correction of the examination;

11. He has been proven disloyal to the government of the United States of America;

12. He has otherwise violated provisions of this rule.

(b) A disqualified applicant shall be promptly notified of such action, and an applicant who is not admitted to an examination because of failure to meet the preliminary requirements shall be notified in writing to his last known address sufficiently in advance of the examination to allow for an appeal from rejection as provided for in section PW–PA 10.13 (1).

(5) CONDUCT OF WRITTEN EXAMINATIONS. (a) Written tests for the same class of position shall be conducted simultaneously in as many places as are necessary for the convenience of the applicants and as are practicable for proper administration. The bureau may designate such local examiners as may be necessary to conduct examinations under instructions prescribed by it and may also arrange for the use of public buildings in which to conduct the examinations.

(b) Appropriate means shall be used to insure that the identity of the competitors in no way influences their score in the examination, and that unauthorized persons do not have access to the examination at any time.

(6) RATING EXAMINATIONS. (a) In all examinations, the minimum grade through which eligibility on a register may be earned shall be fixed by the bureau. The bureau shall determine the final score for each applicant's examination, computed in accordance with the weights for the several parts established by the bureau.

(b) The bureau shall utilize appropriate scientific techniques and procedures rating the results of examinations and in determining the final scores of the competitors. In determining the system for rating results on the examination, the bureau shall give due regard to the number of candidates and to the number of vacancies which may reasonably be expected to occur during the life of the register.

(c) All applicants for the same position shall be accorded uniform and equal treatment in all phases of the examination procedure, except that there shall be no restrictions as to age in the case of veterans and except that other conditions being equal, a preference shall be given in favor of veterans of any wars of the United States. Preference points for service and a compensable disability shall be added to final grade of a successful applicant in the same manner as applied by the bureau for state applicants under chapter 16, Wis. Stats. Proof of eligibility for such preference may be requested at any time during the selection process, at the time of appointment, or during the life of an eligible register.

(7) RATING EDUCATION AND EXPERIENCE. (a) If education and experience form a part of the total examination, the bureau shall determine a procedure for the evaluation of the education and experience qualifications of the various applicants. The formula used in appraisal shall give due regard to recency and quality as well as quantity of experience and to the pertinency of the education. This procedure may allow for the substitution of education for experience, and experience for education, within the limits stated in the class specifications.

(b) The bureau may investigate the applicant's education and experience to verify the statements contained in his application form and to adduce evidence regarding his character and fitness.

(8) ORAL EXAMINATIONS. When an oral examination forms part of a total examination for a position, the bureau shall appoint one or more oral examination boards as needed. An oral examination board shall consist of 2 or more impartial members who shall be known to be interested in the improvement of public administration and in the selection of efficient government personnel, and at least one of whom shall be technically familiar with the character of work in the position for which the applicant will be examined. If practicable, all applicants qualifying for the oral examinations for the same class shall be rated by the same oral examination board.

(9) NOTICE OF EXAMINATION RESULTS. Each applicant passing the examination shall be notified by mail of his final grade as soon as the grading of the examination has been completed and the register established. An eligible, upon request and presentation of proper identification, shall be entitled to information concerning his relative position on a register. An applicant who has not achieved a passing grade in the examination shall be notified of his ineligibility.

(10) PHYSICAL EXAMINATIONS. Before appointment, applicants may be required to pass a satisfactory physical examination.

(11) EXAMINATION RECORDS The bureau shall be responsible for the maintenance of all records pertinent to the examination program. Applications and other necessary examination records shall be kept during the life of the register.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.06 Registers. (1) ESTABLISHMENT OF REGISTERS. (a) *Register.* After each examination, the bureau shall prepare a register of persons with passing grades. The names of such persons shall be placed on the register in the order of their final grades, starting with the highest.

(b) *Vacancy.* If a vacancy exists in a class of position for which there is no appropriate register, the bureau may prepare an appropriate register for the class from one or more existing related registers. For this purpose the bureau shall select registers for classes for which the qualifications and examinations are similar to or higher than those required for the class in which the vacancy exists. The bureau may, if necessary, rerate education and experience in accordance with section PW-PA 10.05 (7), on the basis of the qualifications required for the class in which the vacancy exists.

(c) *Wisconsin career candidate.* The classification has been established whereby college seniors and graduates are recruited and examined to establish eligibility for certification from the "Wisconsin Career Candidate" register. Under the county merit system, Social Worker I Trainee-County positions may be filled from this register. The use of this procedure governing county merit system positions shall be subject to the following provisions:

1. The bureau shall establish and maintain a "Wisconsin Career Candidate" register. Eligibles for appointment to Social Worker 1 Trainee-County positions may be certified from this register.
2. Examinations shall be conducted at such times as required to meet the needs of the service.
3. The bureau shall establish ranking or category procedures.
4. The bureau shall first certify the names of the available eligibles from this register who are residents of the county in which the vacancy exists.
5. In addition to certification of county residents, category certification will be made. In all cases, at least the highest category shall be certified. Additional categories may be certified at the discretion of the bureau.

(2) DURATION OF REGISTERS. (a) The life of each register shall normally be 6 months from the date of its establishment, but this period may be extended by the bureau for a period not exceeding 3 years in accordance with procedures established by the bureau. A register may be deemed by the bureau to be exhausted if fewer than 3 available eligibles remain on the register.

(b) The division shall notify the bureau as far in advance as possible of vacancies which may occur in the agencies. The bureau shall be responsible for determining the adequacy of existing registers and for the establishment and maintenance of appropriate registers for all positions in the agencies, exclusive of exempt positions.

(c) The bureau may recognize an appropriate register for a class of position established for state service and may certify from such registers under section PW-PA 10.07 governing certification.

(3) REMOVAL OF NAMES FROM REGISTERS. (a) The bureau may remove the name of an eligible from a register:

1. For any of the causes stipulated in section PW–PA 10.05 (4);

2. On evidence that the eligible cannot be located by reasonable means;

3. On receipt of a statement from the eligible declining an appointment and stating that he no longer desires consideration for a position;

4. If 3 offers of a probationary appointment to the class for which the register was established have been declined by the eligible;

5. If 3 agencies pass over the name on a register as unsuitable, written request may be made to the bureau by the division that the name of such person be omitted from any subsequent certification from the same register. The name of such eligible shall not be certified thereafter from that register for future vacanices in that class of position unless specifically requested by an agency.

(b) The bureau shall notify the eligible by mail to his last known address of this action and the reasons therefore. An eligible's name shall be reinstated on the register upon showing of cause satisfactory to the bureau as provided in section PW–PA 10.13 (3).

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.07 Certification of eligibles. (1) REQUEST FOR CERTIFICATION. If a vacancy is anticipated or occurs in any position in any agency, or if new positions are established and new employees are needed, requisition shall be submitted by the agency to the division upon a prescribed form. A requisition shall be submitted for each position to be filled containing all pertinent information. After approval by the division the requisition shall be forwarded to the bureau.

(2) CERTIFICATION METHODS. (a) The bureau shall certify and submit in writing to the agency, copies to the division, the names of the highest available eligibles from the state-wide register who are residents of the county in which the vacancy exists, provided that when there are no available eligibles or there are an insufficient number of available eligibles who are residents of the county, certification shall be made on a state-wide basis.

(b) Certification for positions filled from the "Wisconsin Career Candidate" register will be made as provided under section PW–PA 10.06 (1) (c), and certification for all other positions will be made in the manner deemed most appropriate by the bureau.

(c) If, in the exercise of its choice provided under section PW–PA 10.08 (1), the appointing authority passes over the name of an eligible on a register in connection with 3 separate appointments it has made from the register, written request with the reason therefor may be made to the bureau by the division that the name of such eligible be omitted from any subsequent certification from the same register. Upon approval of the bureau, the name of such eligible shall thereafter not be certified from that register for future vacancies in that agency in that class of position.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.08 Appointments. (1) ORIGINAL APPOINTMENTS. (a) All appointments to positions in the agency exclusive of exempt positions shall be made in accordance with section PW–PA 10.07.

(b) In selecting persons from among those certified, the agency shall be permitted to examine their applications and reports of investigations in the office of the bureau, or in accordance with such regulations as the bureau may establish, and to interview them. Final selection shall be reported to the division and the bureau on prescribed forms.

(c) If the eligible selected declines the appointment, evidence of declination and other such data shall be transmitted to the bureau for permanent record. If an eligible accepts an appointment and fails to present himself for duty at the time and place specified without giving reasons for the delay satisfactory to the agency and bureau, he shall be deemed to have declined appointment.

(d) Appointments made necessary by reason of employees leaving to perform active military service in the armed forces of the United States necessitating replacement for a period to exceed 6 months shall be made from appropriate registers, in accordance with this section relating to permanent appointments subject, however, to termination for the purpose of reinstating any agency employee upon his being released from such service.

(2) PROVISIONAL APPOINTMENTS. (a) If, in the opinion of the agency there are urgent reasons for filling a position and there are no eligibles on a register established as a result of an examination for the position, and no other appropriate register exists, the agency may submit to the bureau the name of a person to fill the position pending examination and establishment of a register. If such person's qualifications have been certified by the bureau as meeting the qualifications as to education and experience for the position, such person may be provisionally appointed to fill the existing vacancy until an appropriate register is established and appointment made therefrom. Except as provided below, no provisional appointment shall be continued for more than 30 days after an appropriate register has been established for the class of position or for more than 6 months from the date of appointment. Successive provisional appointments of the same person shall not be permitted and a position shall not be filled by repeated provisional appointments, except as provided in section PW–PA 10.08 (2) (b).

(b) Provisional appointments may be extended at the end of the 6 months period with the approval of the bureau, and successive provisional appointments of the same individual to different positions and successive provisional appointments to the same position may be made in exceptional circumstances subject to the following conditions:

1. That an examination has been publicly announced and the bureau has found that a sufficient number of applicants has not filed to assure adequate competition.

2. That continuous receipt of applications has been provided in accordance with section PW–PA 10.05 (3) (b) and the examination is to be held whenever the bureau finds that enough applicants have filed to assure adequate competition.

(c) The continuous period of service as a provisional employee immediately preceding conversion to a probationary appointment may be considered a part of the probationary period.

(3) EMERGENCY APPOINTMENTS. (a) *Emergency appointments.* Whenever an emergency exists which requires the immediate services

of one or more persons, the agency may appoint a person or persons without regard to other provisions of this rule governing appointments. In no case, however, shall the same person be appointed for more than 90 working days during any 12-month period except as otherwise provided in section PW–PA 10.08 (3) (b). Each emergency appointment shall, when the appointment is made, be reported on prescribed forms to the division.

(b) *Civil defense disaster appointments.* When a civil defense emergency exists which requires the immediate services of one or more persons, the agency may appoint a person or persons without regard to other provisions of this rule governing appointments. The duration of the appointment shall be limited to the period of the civil defense emergency.

(4) TEMPORARY APPOINTMENTS. If an employee is needed for a temporary period, a certification shall be made by the bureau of the names of those eligibles who have indicated willingness to accept temporary employment. The duration of a temporary appointment shall be limited to the period of the need and in no event shall a temporary appointment continue for more than 6 months in any 12-month period. The acceptance or refusal of a temporary appointment shall not affect an eligible's standing on a register or his eligibility for a probationary appointment, and the period of temporary service shall not constitute a part of a probationary period. Successive temporary appointments shall not be made nor shall an employee receive continued temporary appointments.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.09 Probationary period. (1) NATURE, PURPOSE AND DURATION. (a) Except as otherwise provided in section PW–PA 10.09 (1) (b) and (1) (c), all original appointments to permanent positions shall be made from officially promulgated registers for a probationary period of 6 calendar months. The probationary period shall be an essential part of the examination process, and shall be utilized for the most effective adjustment of a new employee and for the elimination of any probationary employee whose performance does not meet the required standard of work.

(b) An extended probationary period may be applied to director positions up to a maximum of 12 months provided the certification request stipulates the extended probationary period and the recruitment announcement informs all applicants of such extended probationary period. At any time after the first 6 months of such probationary period the appointing authority may reduce the probationary period.

(c) In the case of trainees, the probationary period shall be the length of the training period.

(2) CONDITIONS PRELIMINARY TO PERMANENT APPOINTMENT. Permanent appointment of a probationary employee shall begin with the date ending the probationary period, provided that the division has received from the employee's supervisor prescribed forms showing that the services of the employee during the probationary period have been satisfactory and that the employee is recommended to be continued in the service. A performance report upon a form prescribed by the division must be submitted at this time. It shall be the responsibility of the division to obtain these forms 4 weeks prior to the

end of the probationary period. If it is determined by the agency that the services of the employee have been unsatisfactory, the agency shall notify the employee in writing in advance of the date his services are to be terminated. An employee whose appointment is to be made permanent shall also be notified. The agency shall notify the division of the action taken regarding the services of the employee.

(3) PROMOTION DURING PROBATION. The serving of a probationary period shall not, of itself, prevent an employee from being promoted to a position in a higher class, provided he is certified from an appropriate register for such higher class of position in accordance with the provisions of section PW-PA 10.07. If, within the above-mentioned limitations, an employee is promoted in this way during a probationary period, the probationary period for the class of position to which he is promoted shall begin with the date af appointment to such latter class of position.

(4) TRANSFER DURING PROBATION. (a) Except as otherwise provided in section PW-PA 10.09 (3), an employee shall not be transferred during his probationary period to a position of another class for which a register exists.

(b) No probationary employee shall be transferred to another agency until the probationary period has been completed.

(5) TERMINATION DURING PROBATION. (a) At any time during a probationary period, the services of an employee may be terminated without right of appeal or hearing, but the reasons given for the termination shall be submitted in duplicate in writing to the division. Unless an appointment is made permanent by the agency at the close of the probationary period in accordance with the provisions of section PW-PA 10.09 (2), the services of the employee shall be terminated, and no further salary or other compensation shall be payable to him.

(b) The bureau, after consultation with the division, may restore the name of a probationary appointee whose services have been terminated to the register from which he was certified, in accordance with the procedure described in section PW-PA 10.12 (7), but the bureau shall not in the future certify the name of such person to the same agency from the same register if he has been terminated for cause.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.10 Promotions. (1) METHOD OF MAKING PROMOTIONS. (a) As far as is practicable and feasible, a vacancy shall be filled by promotion of a qualified employee based upon individual performance, with due consideration for length of service, and upon capacity for the new position. Preference in promotion may be given to employees within an agency, and all inter-agency promotions must be approved by the agencies concerned.

(b) A candidate for promotion must be certified to possess the qualifications for the position as set forth in the specifications for the class of position for which he is a candidate, and he may be required to qualify for the new position by promotional competitive or non-competitive examination administered by the bureau.

(2) PROMOTION BY COMPETITIVE EXAMINATION. If the position is to be filled by promotional competitive examination, such examina-

tion shall be given under the direction of the bureau. A promotional competitive examination may be limited to employees of the agency concerned or may be open to employees of all the agencies. An employee, to be eligible to compete for promotion, must meet the qualifications for the class of position. A promotional competitive examination may consist of any combination of the following: written tests, rating of education and experience, seniority, performance tests, and oral examinations. An announcement shall be made in advance of the examination, and the bureau shall take into consideration generally accepted merit system practices.

(3) PROMOTION BY NON-COMPETITIVE EXAMINATION. If the vacancy is to be filled by a non-competitive examination, the employee selected for promotion must meet the qualifications of the class of position for which he is a candidate for promotion. The bureau shall examine him by tests of the same relative difficulty and fairness as used in a competitive promotional examination, and, if found to qualify for the class, he shall be so certified by the bureau.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.11 Transfers and demotions. (1) TRANSFERS. (a) Except as otherwise provided in section PW-PA 10.09 (4), a transfer of an employee from a position in one agency to a position of the same class in another agency may be made at any time by the agencies concerned. All interagency transfers must be approved by the bureau and no examination is necessary.

(b) A transfer of a permanent employee from a position in one class to a position in another class on the same level may be made upon the request of the agency or agencies concerned with the approval of the bureau. The bureau shall require that the employee have the qualifications for the position in the new class. The bureau may also require a qualifying examination if the duties, responsibilities, skills and knowledges involved in the new position are dissimilar, either qualitatively or quantitatively, or in both respects, and the original examination cannot be considered appropriate.

(c) A transfer of a permanent employee from a classified position in the state service to a class of position under this rule, of the same or lower level, may be made upon the request of the agency with the approval of the bureau.

(2) DEMOTIONS. A permanent employee may be demoted for inefficiency or for other cause, but in all such cases the employee shall have the same rights of appeal to the personnel board as employees who have been dismissed.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.12 Separations, tenure, and reinstatement. (1) RESIGNATIONS. An employee who resigns shall present the reasons therefor in writing to the agency. Copies of the letter of resignation shall be forwarded to and recorded by the division.

(2) DISMISSALS. The appointing authority, after notice in writing to an employee prior to the effective date, stating specific reasons therefor, two copies of which notice shall be filed with the division, one of which shall be transmitted to the bureau by the division, may dismiss any employee who is negligent or inefficient in his duties, or unfit to perform his duties; who is found to be guilty of gross

misconduct; or who is convicted of a felony. When such conviction is final, the employee shall have no recourse to appeal to the personnel board.

(3) SUSPENSION. The appointing authority may, after written notice to the employee and the division prior to the effective date, suspend any employee without pay for delinquency, misconduct, or neglect of duty, for a period not to exceed 30 calendar days in any one calendar year.

(4) REDUCTION OF FORCE. The appointing authority may separate any employee, without prejudice, because of lack of funds or curtailment of work, or in order to permit reinstatement of employees upon their release from periods of military service in the armed forces of the United States. No permanent employee, however, shall be separated while there are emergency, temporary, provisional or probationary employees serving in the same class of position in the same agency. The order of separations due to reduction of force shall be based upon performance reports and seniority, under a formula to be formally established by the division, and all such separations shall be reported to the division.

(5) TENURE OF OFFICE. The tenure of office of every permanent employee shall be during good behavior and the satisfactory performance of his duties as determined by periodic performance reviews. This provision, however, shall not be interpreted to prevent the separation of an employee for cause or the separation of an employee because of lack of funds or curtailment of work, when made in accordance with this rule.

(6) REINSTATEMENT TO PREVIOUS CLASS OF POSITION IN THE SAME AGENCY. A permanent employee who has resigned while in good standing, or who has been separated without prejudice, shall be eligible for reinstatement with permanent status at any time within 3 years after the date of separation provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position to which he is being appointed.

(7) REINSTATEMENT TO REGISTER. Upon written request to the bureau, the name of a permanent or probationary employee who has resigned while in good standing or who has been separated without prejudice may be placed on a reinstatement register for the same or on a lower level closely related class of position in which he was last employed, provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position. Eligibility for reinstatement to the register shall be for 3 years.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.13 Appeals. (1) APPEAL FROM EXAMINATION REJECTION. (a) An applicant whose application for admission to an entrance or promotional examination has been rejected may appeal to the bureau for consideration of his qualifications. The bureau shall consider such appeal, if in writing, provided it shall have been received by the bureau not later than 48 hours prior to the announced time for holding the written examination. The bureau's decision with respect to any such appeal shall be final.

(b) Applicants may be admitted to an examination by the bureau pending a consideration of a written appeal. Admission to an exam-

ination under such circumstances, however, shall not constitute the assurance of a passing grade in education and experience.

(2) REVIEW OF EXAMINATION RATINGS. An applicant who has taken an examination may appeal to the bureau for review of his grade in any part of such examination to assure that uniform grading procedures have been applied equally and fairly. Such appeal must be filed in writing at the office of the bureau within 30 days after the date on which notification of the results of such examination was mailed to the applicant. A grading in any part of an examination shall not be changed unless compliance with the foregoing conditions has been made and unless it is found by the bureau that a substantial error has been made. The bureau's written decision with respect to a review or change shall be final. A correction in the grading shall not affect a certification or appointment which may have already been made from the register.

(3) APPEAL FROM REMOVAL FROM REGISTER. A person whose name has been removed from a register for any of the reasons specified in section PW–PA 10.06 (3) (a) may appeal to the bureau for reconsideration. Such appeal must be filed in writing with the bureau within 30 days after the date on which notification was mailed. The bureau after investigation shall make its decision, and the appellant shall be notified accordingly.

(4) APPEAL FROM TERMINATION, SUSPENSION, OR DEMOTION. (a) A permanent employee who is terminated for cause, suspended, or demoted shall have the right to appeal to the personnel board. Such appeal shall be submitted in writing not later than 30 calendar days after the effective date of the action, and shall be transmitted to the bureau, which shall arrange for a formal hearing before the personnel board, such hearing to be held within 60 calendar days after receipt of the appeal. The bureau shall furnish the agency concerned with a copy of the appeal in advance of the hearing. Both the employee and the appointing authority shall be notified reasonably in advance of the hearing and shall have the right to present witnesses and give evidence before the personnel board.

(b) The Wisconsin state personnel board shall make a decision based upon the record presented at the hearing, which order shall be binding upon the appointing authority. The order may be appealed to the proper court.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.14 Attendance and leave. The appropriate appointing authority shall adopt regulations covering attendance, vacation, sick leave, and other types of leave. Such regulations shall be uniformly applicable, insofar as possible, to all employees of an agency. A copy of such regulations shall be filed with the division.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.15 Performance reports. The division shall have in effect a uniform system of performance standards for each class of position to be used by county agencies in making evaluations of work performance. Performance reports shall be prepared and recorded for all permanent employees periodically. Performance reports shall be considered in such personnel actions as salary advancements, and in making promotions, demotions, terminations for cause, and in

determining the order of separations due to reduction of force. Performance reports shall be discussed with the employee at the time of evaluation.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.16 Politics and religion. (1) NO INTERFERENCE WITH ELECTIONS. No employee of the agencies shall use his official authority or influence for the purpose of interfering with an election or affecting the results thereof. All persons occupying positions, while retaining the right to vote as they please and to express privately their opinions on all political subjects, shall take no active part in any partisan political campaign through management, public appearances, solicitation of funds or similar activity. All prohibitions of political activity provided for agencies administering federal grants-in-aid in the federal Hatch act apply to employees of the agencies.

(2) NO DISCLOSURES OR DISCRIMINATIONS. No question in any form of application or in any examination shall be so framed as to elicit information concerning the political or religious opinions or affiliations of any applicant, nor shall any inquiry be made concerning such opinions or affiliations, and all disclosures thereof shall be discountenanced. No discriminations shall be exercised, threatened, or promised by any person in the employ of the agencies against or in favor of any applicant, eligible, or employee because of his political or religious opinions or affiliations.

(3) FAIR EMPLOYMENT. Pursuant to provisions of sections 111.31-111.37, Wis. Stats., it is declared to be the public policy of the state to encourage and foster to the fullest extent practicable the employment of all properly qualified persons regardless of their age, race, creed, handicap, color, sex, national origin or ancestry. Wisconsin's fair employment practices law makes it unlawful, and subject to penalty to discriminate. The state fair employment practices statute is administered by the equal rights division of the department of industry, labor and human relations.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.17 Other employment. No employee shall hold other conflicting public office or have conflicting employment while in the employ of the agency. Determination of such conflict shall be made by the division.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW-PA 10.18 Payroll certification. The agencies shall certify the payrolls to the division on prescribed forms within 2 weeks following each payroll period. The division shall check the names, positions, salaries, and appointments which appear thereon and shall certify on each payroll to what extent the payroll conforms to the provisions of this rule and the supplementary regulations adopted pursuant thereto. This post-audit shall be made within a reasonable period after the receipt of the payrolls in the office of the division and shall become a permanent part of the records of the division. Any exceptions to the payroll shall be clearly indicated. The division shall be responsible for notifying any agency of any exception and for securing compliance with this rule.

History: Cr. Register, December, 1968, No. 156, eff. 1-1-69.

PW–PA 10.19 Records and reports. The division shall maintain a personnel record for each employee, showing name, title, county, salary, change in status, performance reports, and such other personnel information as may be considered pertinent. Every personnel action shall be submitted on prescribed forms to the division. The bureau shall receive such notice of personnel actions as it may require for carrying out its duties under this rule.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.20 Applicability. (1) All positions in the agencies, other than those in agencies where the department has delegated to a county civil service agency responsibility for determining qualifications of applicants for merit examinations and those positions hereinbefore exempted in section PW–PA 10.01 (12) shall be filled by persons selected in accordance with this rule.

(2) Counties adopting a civil service system shall submit to the division copies of their classification and compensation plans, class specifications including qualification requirements, and such other material as may be necessary to enable the department to determine acceptability of standards of qualifications, examinations, compensation, and rules and regulations.

(3) The bureau, with the approval of the division, may cooperate with other jurisdictions whose merit systems operate in conformity with standards comparable to those contained in this rule. With the approval of the division, the bureau may announce and administer joint examinations in conformity with this rule and the registers so established shall be given recognition under this rule. With the approval of the division, the bureau may, in the absence of an appropriate register for such class of position established under another merit system operating in conformity with these standards, accept regular certification from such registers under the article herein governing certification.

(4) An individual who presents evidence that he has received permanent merit status in a given class of position in an agency of another state or in a county agency where the department has made delegation to a county civil service agency may within 3 years after separation be appointed upon certification by the bureau to a position similar as to duties and qualifications subject to the probationary period as set forth in section PW–PA 10.09 provided he has been certified by the bureau as meeting the current qualifications as to education and experience of the class of position.

(5) An individual with 3 years of experience in an agency, upon the initial extension of the merit system to such agency, may be admitted to the examination covering the position in which he is presently employed. Upon the successful completion of the qualifying examination the individual may be employed in that position in the merit system agency except that a person not meeting the current qualification requirements of the class of position in which he is employed may not be permitted to perform social security aid functions.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.21 Amendments. If and when it appears desirable in the interest of good administration, the health and social services board may make additions to or amend this rule.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

COUNTY MERIT SYSTEM COMPENSATION PLAN

PW-PA 10.23 Salary schedule. (1)

GROUP I—POSITION CLASS AND SALARY SCHEDULE

Class Title	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Step (7)	Max. (8)
Director IV	$1050	$1100	$1150	$1200	$1250	$1300	$1350	$1400
Director III	965	1010	1055	1100	1145	1190	1235	1280
Director II	905	950	995	1040	1085	1130	1175	1220
Director I or Deputy Director	840	880	920	960	1000	1040	1080	1120
Administrative Assistant IV—County	755	795	835	875	915	955	995	1035
Administrative Assistant III—County	645	680	715	750	785	820	855	890
Social Work Supervisor II—County	820	865	910	955	1000	1045	1090	1135
Social Work Supervisor I—County	755	795	835	875	915	955	995	1035
Social Worker V—County	755	795	835	875	915	955	995	1035
Social Worker IV—County	700	735	770	805	840	875	910	945

GROUP II—POSITION CLASS AND SALARY SCHEDULE

	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Step (7)	Max. (8)
Volunteer Services Coordinator—County	$645	$680	$715	$750	$785	$820	$855	$890
Basic Services Supervisor—County	700	735	770	805	840	875	910	945
Social Worker III—County	700	735	770	805	840	875	910	945
Social Worker II—County	635	665	695	725	755	785	815	845
Social Worker Trainee—County*	595	625	655	685	715	745	775	805
Social Worker I—County	595	625	655	685	715	745	775	805

*Employees with this classification may only be advanced three steps beyond the beginning salary.

GROUP III—POSITION CLASS AND SALARY SCHEDULE
JUVENILE COURT ATTACHED STAFF ONLY

	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Step (7)	Max. (8)
Juvenile Court Worker	$450	$475	$500	$525	$550	$575	$600	$625

GROUP IV—POSITION CLASS AND SALARY SCHEDULE

	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Step (7)	Step (8)	Step (9)	Max. (10)
Accountant Assistant II—County	$595	$625	$655	$685	$715	$745	$775	$805	$835	$865
Accountant Assistant I—County	545	575	605	635	665	695	725	755	785	815
Administrative Assistant II—County	550	580	610	640	670	700	730	760	790	820
Administrative Assistant I—County	510	535	560	585	610	635	660	685	710	735
Clerk III—County	390	410	430	450	470	490	510	530	550	570
Clerk II—County	330	350	370	390	410	430	450	470	490	510
Clerk I—County	285	300	315	330	345	360	375	390	405	420
Stenographer II—County	360	380	400	420	440	460	480	500	520	540
Stenographer I—County	305	320	335	350	365	380	395	410	425	440
Typist II—County	330	350	370	390	410	430	450	470	490	510
Typist I—County	285	300	315	330	345	360	375	390	405	420

GROUP V—POSITION CLASS AND SALARY SCHEDULE

	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Step (7)	Step (8)	Step (9)	Max. (10)
Complementary Services Supv.	$465	$495	$525	$555	$585	$615	$645	$675	$705	$735
Case Aide II	390	410	430	450	470	490	510	530	550	570
Case Aide I	330	350	370	390	410	430	450	470	490	510
Homemaker II	390	410	430	450	470	490	510	530	550	570
Homemaker I	330	350	370	390	410	430	450	470	490	510
Social Services Aide	330	350	370	390	410	430	450	470	490	510
Social Services Aide Trainee**	255	270	285	300	315	330	345	360	375	390

**Employees with this classification may only be advanced two steps beyond the beginning salary.

GROUP VI—POSITION CLASS AND SALARY SCHEDULE

	Min. (1)	Step (2)	Step (3)	Step (4)	Step (5)	Step (6)	Max. (7)
Project Administrator II—County	$1120	$1175	$1230	$1285	$1340	$1395	$1450
Project Administrator I—County	1030	1080	1130	1180	1230	1280	1330
Project Associate V—County	945	990	1035	1080	1125	1170	1215
Project Associate IV—County	865	910	955	1000	1045	1090	1135
Project Associate III—County	795	835	875	915	955	995	1035
Project Associate II—County	680	715	750	785	820	855	890
Project Associate I—County	580	610	640	670	700	730	760
Project Assistant III—County	410	430	450	470	490	510	530
Project Assistant II—County	350	370	390	410	430	450	470
Project Assistant I—County	270	285	300	315	330	345	360

(2) This compensation plan constitutes the official schedule of salaries for all classes of positions in the respective agencies. This plan shall be applicable to all classes of positions in the agency effective January 1, 1969.

(3) The classification under group III applies only to positions of juvenile court attached staff operating under the merit system.

(4) At least the minimum for the class shall be paid, but no county shall be precluded from paying in excess of the maximum provided in the salary schedule although no reimbursement shall be made on any amount of salary in excess of the maximum provided in the schedule.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

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

(1) The county board of public welfare under section 46.22 (3), Wis. Stats. shall establish a minimum for each class of position at any step within the range. Example: An agency may select step (4) as the minimum for the Social Work Supervisor II–County classification, step (3) as the minimum for the Social Worker V–County classification, and at the same time select step (5) as the minimum for the Typist I–County classification. Agencies are encouraged to select a minimum for each class of position which will enable them to successfully recruit for staff vacancies. In counties with court attached staff, the juvenile court judge shall establish a minimum for each class of position attached to his court.

(2) An entrance rate above the initial rate, when established as indicated above, shall remain in effect as the minimum until the agency requests a further increase or a decrease.

(3) The division of family services may approve the appointment of an eligible at a rate within the range for the classification of positions under groups I, II, and III, 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. In such instances, a new minimum for all employees in the same class would not be established. Such recommended increase shall be limited to 2 steps above the established minimum.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.27 Salary adjustments. (1) ADJUSTING SALARIES TO THE REVISED SCHEDULES. (a) The rate of pay of those employees below

the minimum in the revised schedule shall be adjusted to the minimum not later than January 1, 1969, and whenever subsequent increased minimums are established by the county.

(b) If at the time this compensation plan goes into effect the salary of any employee does not coincide with one of the step intervals, adjustment need not be made and reimbursement will be made on the amount paid in multiples of $5.

(c) Permanent employees may be paid at a rate of one intermediate step above the minimum for the classification in accordance with section PW–PA 10.27 (8).

(2) PROMOTIONS—RECLASSIFICATIONS. An employee who is promoted or reclassified shall have his salary adjusted at least to the minimum rate of pay for the new class if his salary before promotion or reclassification fell below such minimum rate.

(3) DEMOTIONS. An employee who is demoted shall have his salary reduced at least to the maximum rate of the new class if his salary before demotion was greater than the maximum rate of the new class.

(4) TRANSFERS. An employee who is transferring shall be paid a salary within the established range for the classification of the agency to which he is transferring.

(5) REINSTATEMENTS. An employee who is certified from a reinstatement register may be paid at any rate within the established salary range of the class reinstated to, which is not greater than the last rate received. If the employee is not placed on probation when reinstated he may be paid at the permanent status in class minimum (PSICM) of the class if this rate exceeds the last rate received.

(6) PART-TIME AND OVERTIME 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.

(8) PERMANENT STATUS IN CLASS MINIMUM (PSICM). Whenever a new minimum is established, the agency may adjust the salary of an employee with permanent status in the class to one intermediate step above the minimum for the classification.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.28 Salary advancements. (1) All salary advancements (merit increases) 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 (merit increases) shall be equitably distributed among the eligible employees of all classes of positions.

(3) Salary advancements (merit increases) may be granted in multiples of $5 after a full one-step increase up to a maximum of 2 steps in the salary range at one time and shall be limited to intervals of not less than one calendar year except as provided in section PW–PA 10.28 (4), (5), (6) and (7).

(4) Salary advancements may be given upon the completion of the original or promotional 6 month probationary period. Where an extended probation is applied to director or trainee positions a probationary increase may be granted at the end of 6 months even though the probation extends beyond that period. Such advancements shall be limited to one step. This provision does not apply to reclassification.

(5) Permanent status employees, upon promotion or reclassification, may be granted an increase of one step or to one step above the established minimum of the new classification.

(6) During a period of emergency when an employee is required to assume responsibilities of a more advanced position, an increase of more than one step and at an interval of less than one calendar year may be granted for the period of the emergency.

(7) When the county board provides for across-the-board increases for all county employees, employees of the agency may be granted increases in accordance with this provision within the established range of their classifications and at intervals of less than one calendar year.

(8) State reimbursement on retroactive salary changes will not be approved except to correct an error or in those situations wherein negotiations for salary changes have been commenced but not completed and an effective date for the change is agreed upon which will be subsequent to the date negotiations were commenced. 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: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

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 rule 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 16.53, Wis. Stats.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.30 Classification of county agencies. (1) County agencies shall be classified by the division in accordance with the number of approved full-time staff positions.

(a) Each agency will be ranked according to the number of positions on July 1 annually to become effective the following January 1.

(b) Allocation of county agencies to the appropriate "classification" will then be determined by a percentile distribution as follows:

Classification	*Percentile Distribution*[1]
Class I Agency	1% to 20%
Class II Agency	21% to 35%
Class III Agency	36% to 80%
Class IV Agency	81% to 100%

1. Agencies will be classified on the basis of the above plan.

2. Incumbents in agencies classified on the basis of the new allocation will not be reduced in classification if the agency is later reallocated to a lower class.

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

(2) MAINTENANCE OF APPROPRIATE CLASSIFICATION OF COUNTY AGENCIES. 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.

(3) FILLING DIRECTOR VACANCIES. In filling director vacancies agencies have the option of requesting certification and making appointment from a register at the same level or at a higher level than the classification of the agency subject to state approval. The salary paid shall be based on the appropriate salary range. Example: An agency classified as a class IV agency shall appoint a director IV only; an agency classified as a class III agency may appoint a director III or IV; an agency classified as a class II agency may appoint a director II, III or IV; and an agency classified as a class I agency may appoint a director I, II, III or IV.

History: Cr. Register, December, 1968, No. 156, eff. 1–1–69.

PW–PA 10.32 County merit system classification plan. (1) CLASS TITLE. DIRECTOR IV. (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 of Wisconsin department of health and social services, to serve as the executive and administrative officer of the county department of public welfare approved as class IV, III, II, or I agency. (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, III, II or I 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;

[1] Exact percentages may need to be adjusted slightly up or down to allow for one or more agencies having the same number of approved positions.

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 organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

5. To cooperate with representatives of the state of Wisconsin department of health and social services in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state of Wisconsin department of health and social services;

6. 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;

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

8. To be responsible for establishing and maintaining sound supervisory practices, including ongoing and periodic evaluations, and to provide leadership and direction to meet this responsibility;

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

10. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

11. To be responsible for involving clients and other potential participants in the planning for social services;

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

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited 4-year college or university; 3 years of experience as a county director (peferred); 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate granted by the division of family services upon successful completion of 255 hours of required, specified staff development activities, including 25 hours of supervisory training. Five years of paid full-time social work employment in a public and/or voluntary social service agency maintaining acceptable standards must have occurred within the past 9 years. A master's degree from an accredited school of social work can be substituted for 2 years of social work experience. For appointments made prior to January 1, 1970, the requirements for the 12 graduate credits and the 255 hours of required training are waived for anyone who within the preceding 4 years has had at least 3 years of county welfare experience as a director.

2. *Knowledges.* a. Thorough knowledge of organization and functions of the 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 pub-

lic 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 work.

3. *Abilities.* a. To work with people; to exercise good judgment in appraising situation, 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 III. (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 of Wisconsin department of health and social services, to serve as the executive and administrative officer of a county department of public welfare approved as class III, II or I agency. (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 III, II, or I 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 organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other education resources;

5. To cooperate with representatives of the state of Wisconsin department of health and social services in the operation and development of the county welfare program; and to direct the preparation and submission of required reports to the state of Wisconsin department of health and social services;

6. 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;

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

8. To be responsible for establishing and maintaining sound supervisory practices, including ongoing and periodic evaluations, and to provide leadership and direction to meet this responsibility;

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

10. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

11. To be responsible for involving clients and other potential participants in the planning for social services;

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

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited 4-year college or university; 2 years of experience as a county director (preferred); 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate granted by the division of family services upon successful completion of 255 hours of required, specified staff development activities, including 25 hours of supervisory training. Four years of paid full-time social work employment in a public and/or voluntary social service agency maintaining acceptable standards must have occurred within the past 9 years. A master's degree from an accredited school of social work can be substituted for 2 years of social work experience. For appointments made prior to January 1, 1970, the requirements for the 12 graduate credits and the 255 hours of required training are waived for anyone who within the preceding 3 years has had at least 2 years of county welfare experience as a director.

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 agenices 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 work.

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 II. (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 of Wisconsin department of health and social services, to serve as the executive and administrative officer of a county department of public welfare approved as class II, or I agency. (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 or I 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 organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

5. To cooperate with representatives of the state of Wisconsin department of health and social services in the operation and development of the county welfare program, and to prepare and submit required reports to the state of Wisconsin department of health and social services;

6. 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;

7. To mainain good public relations and interpret the public welfare program to the community;

8. To provide social work supervision;

9. To be responsible for establishing and maintaining sound supervisory practices, including on-going and periodic evaluations, and to provide leadership and direction to meet this responsibility;

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

11. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

12. To be responsible for involving clients and other potential participants in the planning for social services;

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

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited 4-year college or university; one year of experience as a county director (preferred); 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate granted by the division of family services upon successful completion of 255 hours of required, specified staff development ac-

tivities, including 25 hours of supervisory training. Three years of paid full-time social work employment in a public and/or voluntary social service agency maintaining acceptable standards must have occurred within the past 8 years. A master's degree from an accredited school of social work can be substituted for 2 years of social work experience. For appointments made prior to January 1, 1970, the requirements for the 12 graduate credits and the 255 hours of required training are waived for anyone who within the preceding 2 years has had at least one year of county welfare experience as a director.

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 work.

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 I OR DEPUTY DIRECTOR. (a) *Definition.* 1. *Director I.* Within the authority delegated by the county board of supervisors, and under general supervision of the county board of public welfare and the state of Wisconsin department of health and social services, to serve as the executive and administrative officer of a county department of public welfare approved as class I only. (See section PW–PA 10.30.)

2. *Deputy director.* Under the general direction of the director of a class IV or III agency assumes complete responsibility for certain administrative functions, assists the director in the formulation of policy and may serve as a representative of the director before the county board or other committees.

(b) *Characteristic duties and responsibilities.* 1. *Director I.*

a. To plan, organize, direct and coordinate the work of the staff members in all phases of public welfare in a class I agency for the efficient and effective operation of the program;

b. 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;

c. 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;

d. To organize and administer a formalized, comprehensive and effective staff development program, including in-service training and appropriate use of other educational resources;

e. To cooperate with representatives of the state of Wisconsin department of health and social services in the operation and development of the county welfare program, and to prepare and submit required reports to the state of Wisconsin department of health and social services;

f. 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;

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

h. To provide social work supervision;

i. To be responsible for establishing and maintaining sound supervisory practices, including on-going and periodic evaluations, and to provide leadership and direction to meet this responsibility;

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

k. To be responsible on a community-wide basis for stimulation and/or development of resources and extension of services to provide education, health care, housing, training and employment essential to the prevention and reduction of dependency;

l. To be responsible for involving clients and other potential participants in the planning for social services;

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

2. *Deputy director.*

a. As assigned by the director of a Class IV or III agency is responsible for any of the duties and responsibilities listed for the Director IV or III.

b. Assumes the role of a director in the absence of the director or upon his order.

(c) *Qualification requirements. Director I and deputy director.*

1. *Minimum education and experience.* Graduation from an accredited four-year college or university; 3 years of experience as a social worker (preferred); 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate granted by the division of family services upon successful completion of 255 hours of required, specified staff development activities, including 25 hours of supervisory training. Two years of paid full-time social work employment in a public and/or voluntary social service agency maintaining acceptable standards must have occurred within the past 7 years. A master's degree from an accredited school of social work can be substituted for 2 years of social work experience. For appointments made prior to January 1, 1970, the requirement for the 12 graduate credits is waived for anyone who within the preceding 5 years has had 4 years of experience as a social worker.

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 work.

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. ADMINISTRATIVE ASSISTANT IV COUNTY. (a) *Definition.* This is an administrative position responsible to the chief administrator of a class IV agency. This is line supervisory and/or staff assistance work in an agency or segment of a large agency. Employes in this class have supervisory responsibilities over a large, moderately complex records processing and maintenance unit involving a variety of functions and having large clerical staffs with a number of subordinate levels of supervision, and/or supervise and perform staff services in records, accounting, personnel, budgeting or purchasing. Employes are responsible for interpretations of laws, rules and departmental policies in carrying out their assigned functions. Work is performed with a minimum of supervision which is received through staff conferences or general written or oral instructions. Employes are expected to carry out assigned functions with a considerable amount of initiative and independence with the results of their work reviewed through oral or written reports and personal conferences.

(b) *Characteristic duties and responsibilities.* 1. Assumes full responsibility for supervising a large records maintenance and processing section involving a variety of functions and a number of subordinate organizational units with a large number of employes.

2. Supervises and prepares special administrative surveys and studies for reports to aid in program development and improvement or other studies to increase the efficiency of work flow and/or production.

3. Develops and installs operating procedures, deadlines and priorities and makes recommendations concerning policies, rules, and proposed legislation.

4. Reviews and analyzes reports of assistants or program staff to determine effectiveness of operations and needed areas of improvement.

5. Interprets laws, rules and departmental policies to employes, other governmental agencies, and the general public or their legal representatives.

6. Supervises departmental records and accounts; approves disbursements, maintains cash receipts or budget records.

7. Acts as a liaison officer between department and other agencies in regard to a variety of administrative services.

8. Interviews, appoints and assigns personnel and establishes clearly defined work assignments and responsibilities.

9. Keep records and makes reports and performs related work as required.

(c) *Qualification requirements.* 1. *Desirable education and experience.* Graduation from a college or university of recognized standing and 3 years of advanced office or parallel level technical experience in a position that would normally be allocated to administrative assistant I or above or an equivalent combination of training and experience. In positions requiring special skills or knowledges appropriate specialized training and experience may be required.

2. *Knowledges.* a. Considerable knowledge of the functions, policies, operating needs and laws and regulations pertaining to the department or unit concerned.

b. Considerable knowledge of the principles and practices of business management, including management principles as they pertain to personnel, procurement, office management, and accounting and budgetary controls.

3. *Abilities.* a. To plan, organize and supervise the work of technical, clerical, and certain beginning level personnel. b. To prepare and install effective operating plans and procedures, including the writing of manuals and other procedural and related materials.

c. To speak and write effectively.

b. To establish and maintain effective working relationships with fellow employes, administrative officials and the general public.

4. *Personal attributes.* Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness; initiative; leadership qualities.

5. *Physical characteristics.* Good physical condition.

(6) CLASS TITLE. ADMINISTRATIVE ASSISTANT III. COUNTY. (a) *Definition.* This is an administrative position responsible directly to the chief administrator of a class IV or III agency. Under general direction performs administrative work of more than ordinary difficulty and responsibility requiring the exercise of a considerable amount of individual initiative and independent judgment in directing the business management of an agency engaged in a comprehensive program or activity; and to perform related work as required.

(b) *Characteristic duties and responsibilities.* 1. Supervises record and account keeping; approves disbursements; maintains budget records.

2. Interviews, appoints and assigns personnel.

3. Acts as liaison officer between departments, employes, and the director.

4. Develops and installs operating procedures and makes recommendations concerning policies, rules and proposed legislation.

5. Supervises special surveys and studies; drafts orders; reviews and analyzes reports of assistants or program staff.

6. Develops training programs; interprets department policies and regulations; keeps director and assistants advised of legislation, legal opinions, court decisions and procedence.

7. Occasionally acts as technical consultant in a specialized field.

8. Keeps records and makes reports.

(c) *Qualification requirements.* 1. *Desirable education and experience:* Graduation from a college or university of recognized standing and 2 years of advanced office or parallel level technical experience in a position that would normally be allocated to administrative assistant I or above or an equivalent combination of training and experience. In positions requiring special skills or knowledges appropriate specialized training and experience may be required.

2. *Knowledges.* a. Thorough knowledge of the functions, policies, operating needs and laws and regulations pertaining to the department or unit concerned.

b. Thorough knowledge of the principles and practices of business management, including management principles as they pertain to personnel, procurement, office management, and accounting and budgetary controls.

3. *Abilities.* a. To plan, organize and direct the work of an organizational or functional subdivision of a major government unit.

b. To formulate and initiate operating plans and procedures and to direct their application.

4. *Personal attributes.* Satisfactory appearance and bearing; enthusiasm; energy; objectivity; patience; integrity; resourcefulness; initiative; leadership qualities.

5. *Physical characteristics.* Good physical condition.

(7) CLASS TITLE. SOCIAL WORK SUPERVISOR II. COUNTY. (a) *Definition.* Under general direction of the director or judge in those agencies designated for this classification, 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 Social Work Supervisor I, and, in addition:

2. Is responsible for and directs work of agency supervisors;

3. Is chief of social services and/or director of staff development.

(c) *Qualification requirements.* 1. *Minimum education and experience.* A master's degree from an accredited school of social work followed by one year of experience within the past 5 years as a social work supervisor I—county. Other social work supervisory experience following the master's degree may be evaluated on the basis of the foregoing requirements.

2. *Knowledges.* a. Extensive knowledge of approved social case work principles and methods in the field of welfare, family interrelationships, 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; objectively; 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.

(8) CLASS TITLE. SOCIAL WORK SUPERVISOR I. COUNTY. (a) *Definition.* This is the graduate-trained supervisor of social services, directly responsible to the judge, county director, or social work supervisor II—county. Primary responsibility is administrative direction and professional development of assigned social service staff. Ensures continuity and effectiveness of agency services in conformity with law and with agency policy and procedures. Provides case consultation. Through individual and group conferences enables staff to grow in knowledge and to develop social work skills; maintains professional standards of social work practice, and performs other work as assigned.

(b) *Characteristic duties and responsibilities.* 1. Supervises assigned agency staff providing social services; may have responsibility for directing or coordinating agency services program; through individual and group conferences enables staff to increase knowledge, social work skills, and effectiveness;

2. Supervises intake and social studies, disposition of requests and inquiries; assures required caseload coverage and assigns cases; reviews cases to evaluate needs for agency services; provides consultation and direction in case study, diagnosis and planning for treatment and other services, referral; participates in and may coordinate case conferences involving other supervisors;

3. Participates in—may direct—agency staff development and training;

4. Participates in continuing, appropriate professional development;

5. Maintains qualitative and quantitative standards for performance, evaluates performance, recommends personnel action;

6. Participates in research and in the review and development of agency programs, policy and procedures; participates in interpretation of program and policy to the community and in community plan-

ning as assigned; promotes interagency cooperation; represents the agency in meetings related to agency program;

7. Prepares required statistics and reports.

(c) *Qualification requirements.* 1. *Minimum education and experience.* A master's degree from an accredited school of social work followed by one year of full-time paid employment within the past 5 years as a social worker in a public and/or voluntary social service agency maintaining acceptable standards, and at least 25 hours of training in social work supervision as certified by the division of family services.

2. *Knowledges.* a. Extensive knowledge of approved social casework principles and methods in the field of welfare, family interrelationships, 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.

(9) CLASS TITLE. SOCIAL WORKER V. COUNTY. (a) *Definition.* This is a highly responsible, independent social worker. Employes in this class carry an independent total caseload responsibility for all types of clients including multi-disciplinary and inter-service complexities. Employes in this class speak and act with authority, independently representing the agency in any situation involving their clients, utilizing their own professional judgment and are held individually responsible for their actions. Social work consultation or supervision is available at the request of the worker and as required.

(b) *Characteristic duties and responsibilities.* 1. Obtains information from clients, members of their families and others to identify social, economic, emotional, health or physical problems and to determine the need for casework or other services;

2. Provides casework and counseling services to clients and members of their families to aid them in achieving a more satisfactory adjustment of their specific problems or situation;

3. Provides protective and supportive services for clients who are in situations detrimental to their well-being or that of the community or who are undergoing clinical treatment or hospitalization;

4. Performs in an advisory capacity to other professional staff in specialized areas through participation in conferences and meetings for purposes of diagnosis and plan of treatment;

5. Works in close cooperation with other social agencies, hospitals, clinics, courts, and community resources in planning to meet the needs of clients and assists the clients in utilizing these resources;

6. Interprets the program, policies, and procedures to individuals, groups, and agencies;

7. Prepares case histories, writes letters, makes reports, and keeps records;

8. For disaster preparedness acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

9. Performs related work as required.

(c) *Qualification requirements.* 1. *Minimum education and experience.* A master's degree from an accredited school of social work followed by one year of experience as a social worker in a public and/or voluntary welfare agency maintaining acceptable standards.

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 function independently, using knowledge of agency laws and regulations as well as social work knowledge and skills.

b. To make social diagnoses and provide appropriate social casework treatment.

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

d. To communicate effectively and professionally, both verbally and in writing.

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

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

g. To provide skilled social treatment and supervision in accordance with accepted casework principles.

4. *Personal attitudes and attributes.* Respect for individual differences, capacity to respond to human beings with problems, adaptability, and emotional stability.

5. *Physical characteristics.* Good physical condition.

(10) CLASS TITLE. SOCIAL WORKER IV. COUNTY. (a) *Definition.* Under supervision, utilizing environmental, supportive and insight treatment techniques provides selected clients with social services centering around the personal and emotional problems of individuals and families. Undertakes diagnostic studies to identify the nature, cause and extent of the client's difficulties; plans and carries out a program of preventive and rehabilitative treatment to enable clients to marshal inner resources and achieve personal, social and economic adjustment; evaluates effect of policy and procedures; participates in agency and community planning.

(b) *Characteristic duties and responsibilities.* 1. With appropriate supervision and considerable latitude for the use of independent professional judgment, may perform any of the following:

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

3. Furnishes social work services to children and parents in their own homes as a means of strengthening family life; provides social work 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. For disaster preparedness, acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

9. As assigned, gives supervisory help to social workers.[1]

(c) *Qualification requirements.* 1. *Minimum education and experience.* A master's degree from 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.

[1] No supervisory functions will be permitted until the employee has satisfactorily completed a minimum of one year's experience in a social work position.

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.* Respect for individual differences, capacity to respond to human beings with problems, adaptability, and physical and emotional stability.

5. *Physical characteristics.* Good physical condition.

(11) CLASS TITLE. VOLUNTEER SERVICES CO-ORDINATOR. COUNTY. (a) *Definition.* This is an administrative position. Under general director, promotes and directs the volunteer services program in a county department of public welfare. Works with employed personnel to identify direct or indirect services to clients which can be given by volunteers. Recruits, selects, and trains volunteers to perform services. Develops and sustains self-management of volunteer activities within the agency framework. Interprets agency program and policy to the community; cooperates with other agencies in promoting and developing resources.

(b) *Characteristic duties and responsibilities.* 1. Interprets the volunteer services program to groups and individuals both orally and in writing;

2. Establishes and maintains cordial working relations with local community groups such as churches, parent teachers associations, girl scout councils, boy scout councils, women's clubs, women's service organizations (Zonta, Altrusa, etc.), men's service organizations (Rotary, Lions, etc.), and other similar groups in the community.

3. Organizes, motivates, enables and guides volunteer services committees;

4. Selects and appoints individual volunteers to various management positions within the volunteer services program;

5. Interviews potential volunteers, evaluates their experience and interests, selecting those best suited to the services;

6. Assigns selected volunteers to specific activities;

7. Provides ongoing direction of all volunteer activities through their management units;

8. Provides generic training for all volunteers;

9. Recruits, selects, and trains volunteers with special skills to train other volunteers for specific activities;

10. Establishes and maintains working relations with the employed personnel of the agency;

11. Participates in agency staff meetings;

12. Is responsible for maintaining adequate records of the Volunteer Services Program;

13. Prepares reports as required;

14. Keeps the county director fully informed of all matters pertaining to volunteer services.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from a four-year college or university and three

years paid experience in community organization, group work, social work or some aspect of adult education. Two years of unpaid experience with established community organizations such as boy and girl scout councils, Y.M. and Y.W.C.A.'s, 4-H clubs, homemaker clubs, parent–teacher associations, etc., may be substituted for each year of paid experience. One and one-half years of the above unpaid experience may be substituted for each year of college. This experience shall be in addition to any substituted for paid experience. When four or more years of unpaid experience is substituted for either paid experience or college, it shall be in progressively responsible positions in community organizations and involve planning and guiding the work of others. Unpaid volunteer experience will be evaluated to determine if it can be credited as fulfilling part or all of the qualifications.

2. *Knowledges.* a. Some knowledge of ways of working with people in a structured setting.

b. Some knowledge of human behavior.

c. Some knowledge of social problems such as family disorganization, discrimination, disability, poverty, unemployment, and aging, and their affect on the individual.

d. Some knowledge of community agencies and social programs.

e. Some knowledge of community organization or group work methods and skills.

3. *Abilities.* a. To establish and maintain working relationships.

b. To interpret the work of the department of health and social services.

c. To interpret the volunteer services program.

d. To assume responsibility and to work within the agency framework.

4. *Personal attributes.* Respect for individual differences, adaptability, tact, physical and emotional stability. Imagination, enthusiasm, and conviction about the value of volunteer services. Initiative and aggressiveness in promoting volunteer services. A readiness for continuing study and growth.

5. *Physical characteristics.* Good physical condition.

(12) CLASS TITLE. BASIC SERVICES SUPERVISOR. (a) *Definition.* This is an agency-trained supervising social work position with primarily "basic service" program responsibilities. Direct responsibility is to the county administrator or to another designated administratve or supervisory staff person. Supervises a unit of agency-trained staff providing 'basic services" and/or may be assigned other functions of an administrative nature. The overall supervisory responsibility is to assure that agency services are provided properly, promptly, efficiently, and with increasing effectiveness to eligible persons as needed, in conformity with law and with agency policy and procedures. The basic services supervisor is delegated duties and responsibilities primarily administrative in nature with limited casework teaching functions commensurate with training, experience, knowledge and diagnostic skill.

(b) *Characteristic duties and responsibilities.* 1. Supervises a unit of agency-trained staff providing general basic services. May have unit or program responsibilities such as basic services, medical assistance, general relief, stamp plan, etc.;

2. In the instance of an unfilled social work supervisor position, the basic services supervisor may temporarily be delegated administrative supervision of trained staff providing 'social services' until the social work supervisor position is filled.

3. Supervises agency-trained social workers through regular conferences and group meetings;

4. Attests to the eligibility of cases and caseload coverage, and authorizes assistance and services;

5. Reviews cases regularly with agency-trained staff to evaluate need for assistance and services and formulates plans accordingly, identifying those needing special diagnostic study, consultation, complementary services, or those to be referred for social services or other appropriate resources either within or outside the agency;

6. Maintains qualitative and quantitative standards for work performance, evaluates performances, and recommends personnel action;

7. Promotes and participates in the staff development and training program of the agency;

8. Participates in research and in the review and development of agency programs, policy and procedures; consults with supervisors and other staff; cooperates with social work supervisors in arranging for and participating in case conferences, and in coordinating activities and services;

9. Participates in interpreting program and policy to the community, in community planning as assigned;

10. Promotes interagency cooperation; represents the agency in meetings relating to agency program;

11. Participates in continuing, appropriate training;

12. Prepares required statistics and reports.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited four-year college or university; 3 years' experience as a social worker; 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate, granted by the division of family services upon successful completion of 255 hours of required, specified staff development activities, including 25 hours of supervisory training.

2. *Knowledges.* Considerable knowledge and understanding of:

a. Supervisory principles, methods, and functions.

b. Principles and methods of social work and their application.

c. The philosophy, history and development of social welfare programs.

d. The operation of state and local government.

e. Human behavior, dynamics of groups, interpersonal relations and social interaction.

f. Social problems such as family disorganization, discrimination, disability, poverty, unemployment, and aging, and their effect on the individual.

g. The living conditions, values, and behavior of the ethnic and subcultural groups served by the agency.

h. The role of government and public welfare in providing financial assistance and services.

i. The content and range of financial assistance, medical assistance, and social services to the aging.

j. Community agencies and their programs.

k. Research methods and the use of research findings.

3. *Abilities.* a. To establish and maintain working relationships within the agency and the community.

b. To speak and write clearly and effectively.

c. To assume supervisory and/or administrative responsibility and to work within the agency framework.

d. To use authority appropriately.

4. *Personal attributes.* Respect for individual differences, adaptability, and physical and emotional stability. A readiness for continuing study and growth.

5. *Physical characteristics.* Good physical condition.

(13) CLASS TITLE. SOCIAL WORKER III. COUNTY. (a) *Definition.* This is the advanced agency-trained social work position. Under supervision of the county director, judge, or a social work supervisor utilizes environmental and supportive techniques, provides selected clients with social services designed to overcome difficult economic, personal, health, and family problems; undertakes social studies in depth, evaluates and carries out plans for needed services; refers and assists clients to other resources as needed. Services to clients may take the form of protective actions in their behalf or the development of resources within the community to meet specific needs. Participates in staff development, in research, and in the development of policy; interpretes program and policy to the community, and participates in community planning as assigned; cooperates with other agenices in promoting and developing resources; performs related duties.

(b) *Characteristic duties and responsibilities.* 1. With appropriate supervision and latitude for individual judgment, may perform any of the following duties;

2. Provides services to a select caseload involving difficult personal and social behavior problems which require skilled study, evaluation, and planning;

3. Participates in reviews of agency programs and administrative conferences;

4. Represents the agency in meetings relating to the agency program;

5. For disaster preparedness acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

6. Participates in appropriate, continuing training.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited 4-year college or university; 3 years of experience as a social worker; 12 graduate credits from an accredited school of social work or extension program; and fulfillment of requirements for the in-service training certificate granted by the division of family services upon successful completion of 255 hours of required, specified staff development activities.

2. *Knowledges.* Considerable knowledge and understanding of:

a. Principles and methods of social work and their application.

b. The philosophy, history and development of social welfare programs.

c. The operation of state and local government.

d. Human behavior, dynamics of groups, interpersonal relations, and social interaction.

e. Social problems such as family disorganization, discrimination, disability, poverty, unemployment, and aging, and their effect on the individual.

f. The living conditions, values, and behavior of the ethnic and subcultural groups served by the agency.

g. The role of government and public welfare in providing services.

h. Community agencies and their programs.

3. *Abilities.* a. To establish and maintain working relationships within the agency and the community.

b. To speak and write clearly and effectively.

c. To assume some administrative responsibility and to work within the agency framework.

d. To participate in and appropriately use available supervision.

4. *Personal attributes.* Respect for individual differences, adaptability and physical and emotional stability. A readiness for continuing study and growth.

5. *Physical characteristics.* Good physical condition.

(14) CLASS TITLE. SOCIAL WORKER II. COUNTY. (a) *Definition.* This is the agency trained social worker position. Under supervision, provides clients with environmental and supportive social services designed to overcome financial, personal health or family problems; makes social studies to determine services needed; gives agency services when appropriate and refers clients for other community services when needed. Services to clients may take the form of protective actions in their behalf.

(b) *Characteristic duties and responsibilities.* 1. With appropriate supervision may perform any of the following:

2. Provides services to a caseload involving personal and social behavior problems which require study and planning;

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

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

5. For disaster preparedness acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

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

7. Participates in continuing appropriate training;

8. Performs other related work as assigned.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited 4 year college or university. A minimum of 6 months' experience as a social worker I—county or social worker trainee—county and fulfillment of requirements for the

in-service training certificate granted by the division of family services upon successful completion of 180 hours of specified, required staff development activities.

2. *Knowledges.* Basic knowledge and understanding of:

a. Human growth and behavior.

b. Current social and economic problems and the way in which these problems affect families and individuals.

c. Laws, regulations and practices pertaining to federal and state public welfare programs.

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

e. Approval social work principles, methods and practices.

3. *Abilities.* a. To provide environmental and supportive social services.

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 feelings.

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.

f. To participate in and appropriately use available supervision.

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.

(15) CLASS TITLE. SOCIAL WORKER TRAINEE. COUNTY. (a) *Definition.* This is the entry level to social worker positions. Participates in a continuous, planned in-service training program, under close supervision, designed to prepare the candidate to assume progressive 'social service' caseload responsibilities. Supervision will be provided by an agency staff person qualified to provide social work supervision. The period of training will vary from a minimum of 6 months to a maximum of 2 years, depending upon entry qualifications, individual progress and readiness, and the successful completion of required, specified in-service training.

(b) *Characteristic duties and responsibilities.* 1. Attends and participates in specified group training events provided by the agency, by the division of family services, university, and other resources;

2. Assumes progressive social service caseload responsibilities, commensurate with readiness, knowledge, and growth;

3. Attends regularly planned supervisory conferences to develop interviewing skills and to enable increasingly effective use of self in the helping process, and to integrate knowledge with practice; with supervision, works and plans in coordination with other agency staff who share case responsibilities, such as case aides and homemakers;

participates in case planning conferences; becomes familiar with eligibility and budgeting requirements as well as the laws, agency policies and procedures pertaining to agency programs and services;

4. Attends meetings of agency staff designed for general information purposes, and/or to better coordinate the activities and services of the agency;

5. Becomes acquainted with the variety of resources available for planning, consultation, and services on the local, county, state and federal levels;

6. Under supervisory guidance, prepares social studies, and performs social services appropriate to level of professional development;

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

8. Performs other related work as assigned.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited four-year college or university and the signing of a training agreement approved by the Division of Family Services.

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 develop skill in human relationships.

b. 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.

c. 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.

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

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

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

g. To participate in and appropriately use available supervision.

h. To participate meaningfully in training provided by the agency, state department, the University of Wisconsin Extension, and other resources.

i. To apply new knowledge to practice.

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.

(16) CLASS TITLE. SOCIAL WORKER I. COUNTY. (a) *Definition.* This is the "basic services" social worker position (employed prior to 1-1-69). Under appropriate supervision in a county agency makes

financial investigations and social studies of persons and families in need of financial assistance and/or other social service, makes recommendations for administrative decision and performs other related work as assigned.

(b) *Characteristic duties and responsibilities.* 1. Accepts requests and referrals for financial assistance and other agency services; determines through interviews, home visits, and collateral investigations the 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 or arranges to secure 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, and plans for financial aid, including the initial payment, subsequent changes and discontinuances;

5. Identifies the client's need for preventive, remedial, or rehabilitative services, and the availability of existing services;

6. Plans with the supervisor for individual or group social services appropriate to the client's problems and for consultation, referral or other action;

7. Gives appropriate "basic services" to clients and refers to community resources where appropriate;

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

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

10. Acts as the agency emergency welfare worker with responsibility for preparing procedures, conducting training sessions, and interpreting the emergency welfare program to the community;

11. Participates in continuing appropriate training;

12. Performs related duties as assigned.

(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 develop skill in human relationships.

b. 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.

c. 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.

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

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

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

g. To participate in and appropriately use available supervision.

h. To participate meaningfully in training provided by the agency, state department, the University of Wisconsin Extension, and other resources.

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.

(17) 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 four-year high school and five 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; recog-

nition of worth and dignity of individuals; sensitivity to human feelings and needs.

5. *Physical characteristics.* Good physical condition.

(18) CLASS TITLE. ACCOUNTANT ASSISTANT II. COUNTY. (a) *Definition.* This is responsible semi-professional accounting and record keeping work utilizing accepted practices and principles in the field. Employes in this class keep all accounting records or supervise a complex record keeping or limited accounting function in a county agency.

(b) *Characteristic duties and responsibilities.* 1. Constructs accounting reports levying judgment on format, content, and accuracy.

2. Performs record keeping and accounting functions in cooperation with accountant assistants and professional accountants in other units or departments within or outside county service.

3. Assists in complex budget preparation by gathering data, organizing figures, and preparing summaries of past expenditures and estimated needs; may recommend budget changes based on experience and changing needs.

4. Maintains expenditure and control accounts.

5. Determines allocations of disbursements to proper funds and/or accounts through interpretation of established policy.

6. May supervise office staff which review, posts, processes accounting reports and prepares claims for reimbursement to the state agencies.

7. Performs related work as required.

(c) *Qualification requirements.* 1. *Desirable education and experiences.* Such training as may have been gained through graduation from a college or university with at least 15 credits of accounting and one year's complex bookkeeping or accounting experience equivalent to the accountant assistant I level, or from a business college with a major in accounting and 3 years' complex bookkeeping or accounting experience including one equivalent to the accountant assistant I level; or an equivalent combination of training and experience.

2. *Knowledges.* a. Considerable knowledge of modern bookkeeping and accounting practices and principles.

b. Considerable knowledge of modern office practices and procedures and skill in their application.

c. Some knowledge of governmental appropriation and budget preparation.

3. *Abilities.* a. Ability to understand and follow complex written and oral instructions.

b. Ability to plan and supervise work of others.

c. Ability to prepare full and accurate accounting statements and reports.

d. Ability to establish and maintain effective working relationships with other employes, officials and the public.

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

5. *Physical characteristics.* Good physical condition.

(19) CLASS TITLE. ACCOUNTANT I. COUNTY. (a) *Definition.* This is beginning level semi-professional accounting and record keeping work

involving productive assignments requiring application of record keeping and accounting principles in a county agency. Work involves application of standard record keeping and accounting techniques according to established procedure. Exercising supervision over a small clerical staff in some cases, accountant assistants I receive detailed work assignments.

(b) *Characteristic duties and responsibilities.* 1. Assists in maintaining accounting records by personally posting or supervising a small staff who post accounting data to subsidiary and general ledgers according to standard procedures.

2. Prepares reconciliations between balances reported by the central accounting unit and balances shown by department records.

3. Audits routine allocations, disbursements, and vouchers.

4. Prepares simple financial reports and statements or assists in preparing more difficult reports.

5. Holds responsibility for conducting and reconciling physical inventories.

6. Performs related work as required.

(c) *Qualification requirements.* 1. *Desirable education and experience.* Such training as may have been gained through graduation from college or university with at least 15 credits in accounting, or from a business college with a major in accounting and 2 years' complex bookkeeping or accounting experience; or an equivalent combination of training and experience.

2. *Knowledges.* a. Knowledge of modern bookkeeping and accounting practices and principles.

b. Knowledge of modern office practices and procedures and skill in their application.

3. *Abilities.* a. Ability to understand and follow complex written and oral instructions.

b. Ability to establish and maintain effective working relationships with other employes, officials, and the public.

c. Ability to prepare neat and accurate accounting statements and reports.

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

5. *Physical characteristics.* Good physical condition.

(20) CLASS TITLE. ADMINISTRATIVE ASSISTANT II. COUNTY. (a) *Definition.* Under general supervision in a Class IV, III or II agency or juvenile court performs highly responsible administrative and supervisory work. Positions differ from those in the Administrative Assistant I class primarily in the scope and complexity of the program administered. More time is devoted to the administration and supervision of a program than to the actual performance of clerical tasks.

(b) *Examples of work performed.* 1. Serves as the chief clerical employee or office manager, and in that capacity may supervise a specialized clerical operation of very wide scope;

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

3. As assigned prepares 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 handling of property transactions.

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

(c) *Qualification requirements.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from a college or university of recognized standing, and one year of responsible office experience; or high school graduation and 6 years of office experience, one of which was equivalent to the administrative assistant I level; or an equivalent combination of training and experience. Depending on the particular position, responsible typing, bookkeeping, stenographic, public contact and/or special program knowledge and skills may be required.

2. *Knowledges.* a. Considerable knowledge of the laws, rules and regulations of the administrative unit.

b. Considerable knowledge of the principles and practices of business management principles as they pertain to personnel, procurement, office management and accounting and budgeting controls.

3. *Abilities.* a. To plan, assign, supervise and review the work of assistants.

b. To perform or supervise the assembling, recording, compiling, tabulating and analyzing of data.

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

5. *Physical characteristics.* Good physical condition.

(21) CLASS TITLE. ADMINISTRATIVE ASSISTANT I. COUNTY. (a) *Definition.* Under general supervision in a class IV, III, II, or I agency, or juvenile court, supervises clerical employes, and/or performs specialized clerical functions of considerable difficulty and responsibility calling for through familiarity with agency regulations and procedures; and perform other work as assigned.

(b) *Examples of work performed.* 1. Serves as the chief clerical employe 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. As assigned prepares 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) *Qualification requirements.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from a college or university of recognized standing; or graduation from high

school and 5 years of office experience, 2 years of which were at the clerk III level; or an equivalent combination of training and experience. Depending on the particular position, responsible typing, bookkeeping, stenographic, public contact and/or special program knowledge and skills may be required.

2. *Knowledge.* a. Considerable knowledge of the functions, procedures, organization, and laws and regulations governing the administration of the unit involved.

b. Considerable knowledge of modern office practices, procedures and equipment.

c. Working knowledge of the fundamental practices of public administration.

3. *Abilities.* a. To carry out special and general assignments requiring organization of material and development of procedures without direct supervision.

b. To exercise judgment and discretion in the application and interpretation of departmental policies and regulations.

c. To initiate and install administrative procedures and to evaluate their effectiveness.

d. To establish and maintain effective relationships with the public and other employes.

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

5. *Physical characteristics.* Good physical condition.

(22) CLASS TITLE. CLERK III. COUNTY. (a) *Definition.* Under general supervision in a county agency supervises clerical employes, 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 employe or office manager in an 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 agency administrator 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 hnadling 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;

7. Assumes a major role as medical clerk keeping medical records, preparing medical reports, and when delegated authorizing medical care.

(c) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school, preferably with business courses or additional business school

training and 3 years of office experience of which one year shall have been at the clerk II level or equivalent; or an equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Thorough knowledge of office practices, and skill in their application.

b. Considerable knowledge of the departmental programs, operations, and policy with respect to general functions performed.

c. Thorough knowledge of commercial arithmetic and business English.

d. Ability to meet the public and to get along well with others.

e. Ability to lay out work for others and to get results from their efforts.

f. Skill in meeting difficult and complex office situations.

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

4. *Physical characteristics.* Good physical condition.

(23) CLASS TITLE. CLERK II. COUNTY. (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 payrolls 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) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school and one year of office experience or an equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Considerable knowledge of modern office methods and procedures.

b. Considerable knowledge of business English and spelling.

c. Ability to perform somewhat varied and difficult clerical tasks, and to give instructions to other clerical employes performing routine tasks.

d. Ability to make arithmetical computations and to keep a variety of records.

e. Ability to meet the public and to get along well with others.

f. Ability to understand and carry out oral and written instructions.

3. *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.

4. *Physical characteristics.* Good physical condition.

(24) CLASS TITLE. CLERK I. COUNTY. (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 tasks; e.g., posts financial records; checks and verifies payrolls and reports, and records as directed.

(c) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school or an equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Ability to make simple computations and tabulations with reasonable speed and accuracy.

b. Aptitude for clerical operations.

c. Ability to understand and carry out oral and written instructions.

d. Ability to meet the public and to get along well with others.

3. *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.

4. *Physical characteristics.* Good physical condition.

(25) CLASS TITLE. STENOGRAPHER II. COUNTY. (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 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) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school including or supplemented by a course in stenography and typing and one year of office experience including stenographic and typing; or any equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Considerable knowledge of office practices and appliances.

b. Considerable knowledge of commercial arithmetic, business English and spelling.

c. Ability to take notes from dictation and to transcribe the notes on the typewriter.

d. Ability to type neatly and correctly from plain copy.

e. Ability to perform somewhat varied and difficult clerical tasks.

f. Ability to meet the public and get along well with others.

g. Ability to lay out work for others and to get results from their work.

h. Mental alertness, neatness, accuracy, and dependability.

3. *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.

4. *Physical characteristics.* Good physical condition.

(26) CLASS TITLE. STENOGRAPHER I. COUNTY. (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 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 distribution mail;

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

(c) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school including or supplemented by a course in stenography and typing or any equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Working knowledge of business English and spelling.

b. Ability to take ordinary dictation and to transcribe the notes on the typewriter.

c. Ability to type from clean copy.

d. Ability to make clean and correct copies from corrected manuscript, and to set up and type simple tabular statements.

e. Ability to make simple computations and tabulations with reasonable speed and accuracy.

f. Aptitude for clerical operations.

g. Ability to understand and carry out oral and written instructions.

h. Ability to meet the public and get along well with others.

3. *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.

4. *Physical characteristics.* Good physical condition.

(27) CLASS TITLE. TYPIST II. COUNTY. (a) *Definition.* Under supervision or subject to general review in a county agency performs typing and 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 typist 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 purchase and issuance of supplies and equipment necessary for the operation of the agency, and maintains inventory records.

(c) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school including or supplemented by a course in typing and one year of office experience which included typing or any equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Considerable knowledge of modern office methods and procedures.

b. Knowledge of business English and spelling.

c. Ability to type from clean copy, to type copy correctly from rough manuscript, and to set up and type tabular matter neatly and correctly.

d. Ability to perform somewhat varied and difficult clerical tasks and to give instructions to other clerical employees performing routine tasks.

e. Ability to make arithmetical computations and to keep a variety of records.

f. Ability to meet the public and to get along well with others.

g. Ability to understand and carry out oral and written instructions.

3. *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.

4. *Physical characteristics.* Good physical condition.

(28) CLASS TITLE. TYPIST I. COUNTY. (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) *Qualifications.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school including or supplemented by a course in typing or any equivalent combination of training and experience.

2. *Required knowledges, skills, and abilities.* a. Working knowledge of business English and spelling.

b. Ability to type from clean copy and correct copies from corrected manuscript and to set up and type simple tabular statements.

c. Ability to make simple computations and tabulations with reasonable skill and accuracy.

d. Aptitude for clerical operations.

e. Ability to understand and carry out oral and written instructions.

f. Ability to meet the public and to get along well with others.

3. *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.

4. *Physical characteristics.* Good physical condition.

(29) CLASS TITLE. COMPLIMENTARY SERVICES SUPERVISOR. (a) *Definition.* This is a beginning supervisory position. Under the direct supervision of a social work supervisor or agency director, has limited responsibility for the supervision of social service aides and/or social service aide trainees, and may be assigned certain supervisory responsibilities for homemaker or volunteer service programs.

(b) *Characteristic duties and responsibilities.* 1. In cooperation with the social service staff assigns social service aides to particular cases to perform non-social work functions, such as finding housing, negotiating with a landlord, etc.

2. Assigns social service aides to conduct house-to-house studies in a given neighborhood.

3. Counsels case aides or social service aides in matters relating to their assignments and conducts and arranges for a training program.

4. Represents case aide experience, knowledge of and ties to the community in agency program planning and agency utilization of staff for the provision of social services.

5. Establishes and maintains cooperative relations with the county extension home economics agent, public health nurse, and any other local groups in related fields.

6. Maintains a record of the schedule of each homemaker.

7. Arranges for the participation of homemakers in appropriate in-service training.

8. Establishes and maintains cordial working relations with local community groups such as churches, parent teachers associations, boy and girl scout councils, women's clubs, men's service organizations (Rotary, Lions, etc.), and other similar groups in the community.

9. Interprets the volunteer service program to groups and individuals.

10. Organizes, motivates, enables and guides volunteer services committees.

11. Selects, appoints and assigns individual volunteers.

12. Provides generic training for all volunteers.

13. Participates in agency staff meetings.

14. Prepares reports of activities of workers supervised.

15. Prepares annual work appraisals of staff supervised.

(c) *Qualification requirements.* 1. *Minimum education and experience.* Graduation from an accredited high school, or evidence of completion of high school equivalency. Two years' experience as a case aide II, a homemaker II, a social worker, or as a school teacher. Two years' appropriate unpaid experience in the general areas of homemaking and household management, and community activities such as church and club work, may be substituted for each year of paid experience. When 4 years of unpaid work are substituted for the 2 years paid, they shall be in progressively responsible roles and involve guiding the work of others. Unpaid volunteer experience will be evaluated to determine if it can be credited as fulfilling part or all of the qualifications.

2. *Knowledge.* a. Firsthand knowledge of family life and home management.

b. Firsthand knowledge of the purpose and work of several community groups.

c. Some knowledge of the effects of poverty, illness and advanced age.

d. Some knowledge of how to guide the work of others.

e. Some knowledge of how to work within an organized structure.

3. *Abilities.* a. To establish and maintain good working relationships.

b. To plan, organize, and assign work to others, and to implement the plan.

c. To assume responsibility and to work within the agency framework.

d. To interpret the activities being supervised.

e. To keep necessary records and prepare reports.

4. *Personal attributes.* Respect for others and ability to accept their differences. Discretion in maintaining confidentiality. Emotional maturity, objectivity, resourcefulness, and dependability. Readiness for continuing study and growth.

5. *Physical characteristics.* Good physical condition.

(30) CLASS TITLE. CASE AIDE II. (a) *Definition.* This is an advanced case aide position. Performs responsible administrative tasks

related to eligibility determination and need for agency clients. Receives close supervision on new assignments but assumes independent responsibility for designated procedures.

(b) *Examples of work performed.* With appropriate supervision and more latitude for individual judgment may perform any of the duties of a case aide I.

(c) *Qualification requirements.* 1. *Desirable training and experience.* Such training as may have been gained through graduation from high school or evidence of completion of high school equivalency and completion of 2 years of education at an accredited university, college, or junior college. Three years' experience as a case aide I or in a position with similar tasks may be substituted for the college education or applicant may have an equivalent combination of training and experience. When necessary for successful job performance, specialized background, skill or knowledge may be required.

2. *Knowledges.* a. Knowledge of social and economic conditions in the community.

b. Knowledge of the role of social agencies in the community.

c. Knowledge of eligibility factors and standards and procedures of need determination for agency administered social security aid programs.

d. Some knowledge of gross symptoms of physical disability.

3. *Abilities.* a. To relate warmly and sensitively to client's needs.

b. To work independently and to exercise judgment.

c. To gather facts and report them accurately.

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

5. *Physical characteristics.* Good physical condition.

(31) CLASS TITLE. CASE AIDE I. (a) *Definition.* Performs responsible tasks which are related to client needs. Performs assigned administrative and clerical work related to programs administered by the agency. Works under close supervision.

(b) *Examples of work performed.* 1. In contact with applicants and recipients of social security aids, surplus commodities, food stamps or medical assistance and similar programs determines eligibility and need;

2. Receives inquiries from clients, provides information, and refers problems to the social worker;

3. Mails declaration (application) forms and redetermination of eligibility forms to applicants or recipients; reviews returned forms for completeness; prepares applicant's or recipient's assistance budget;

4. Secures from predetermined sources and verifies for accuracy and completeness collateral data as required;

5. Enters information and maintains housing, resource and job opportunity files;

6. Enters factual data in case files;

7. Prepares and expedites agency forms (including statistical reports) as directed;

8. Maintains the control system for periodic case review; school, medical, and statistical reports; and medical, psychiatric, and dental appointments and reexaminations;

9. Keeps records of his own activities and observations relating to clients for use by the worker;

10. Assists clients, if requested, in completing required forms and securing necessary documents;

11. Assists clients in obtaining resources such as medical care.

12. Assists clients in getting to and from a particular service.

13. Performs related duties as assigned.

(c) *Qualification requirements.* 1. *Desirable training and experience.* Graduation from high school or evidence of completion of high school equivalency and one year of relevant experience. When necessary for successful job performance, specialized background, skill or knowledge may be required.

2. *Knowledges.* a. Some knowledge of social conditions in the community.

b. Some knowledge of the role of social agencies in the community.

3. *Abilities.* a. To relate warmly and sensitively to client's needs.

b. To gather and report facts accurately.

c. To communicate orally and in written form.

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

5. *Physical characteristics.* Good physical condition.

(32) CLASS TITLE. HOMEMAKER II. (a) *Definition.* Under the general supervision of a person in a supervisory position in a county agency, the homemaker II assumes full or partial responsibility for the provision of homemaker services in the more difficult cases as assigned.

(b) *Characteristic duties and responsibilities.* 1. Assumes any of the duties of a homemaker I but often in situations requiring a higher degree of homemaker skill;

2. If the supervisor so delegates, assists in the induction of the new homemakers I and helps with simple records and reports of homemaker activities.

(c) *Desirable qualifications.* 1. *Experience.* Two years of successful experience as a homemaker I or its equivalent in a public or private agency.

2. *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.)

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

a. 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. Should be able to be consistently firm and to deal with behavior that may be different from any previously encountered.

b. To work with adults, a homemaker must be diplomatic and exercise good judgment in order to be supportive and preserve the dignity of clients.

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. 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.

4. *Emotional maturity.* Satisfying personal relationships and ability to find satisfaction in caring for other people; capacity to assume responsibility and to perform duties competently; confidence in own ability. It is important 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.

5. *Respect for confidentiality.* Should understand the reasons for confidentiality and for refraining from discussing a family's problems except with the social worker or, where indicated, with other professional workers, such as the physician or nurse coming into the home.

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

7. *Abilities.* a. To understand agency policies and procedures related to the homemaker function.

b. To complete simple reports and records.

c. To work with others; to exercise reasonable judgment in appraising situations, making decisions, planning and directing work.

(33) CLASS TITLE. HOMEMAKER I. (a) *Definition.* Under appropriate supervision in a county agency the Homemaker I, a mature experienced person, functions as a part of an agency team to insure that home life is preserved, strengthened and improved.

(b) *Characteristic duties and responsibilities.* 1. Assumes 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 achieving or 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 general cleaning, bed making, washing dishes, planning meals, marketing, 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 food purchasing and preparation.

2. *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.)

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

a. 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. Should be able to be consistently firm and to deal with behavior that may be different from any previously encountered.

b. To work with adults, a homemaker must be diplomatic and exercise good judgment in order to be supportive and preserve the dignity of clients.

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. 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.

4. *Emotional maturity.* Satisfying personal relationship and ability to find satisfaction in caring for other people; capacity to assume responsibility and to perform duties competently; confidence in own ability. It is important 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.

5. *Respect for confidentiality.* Should understand the reasons for confidentiality and for refraining from discussing a family's problems except with the social worker or, where indicated, with other professional workers, such as the physician or nurse coming into the home.

6. *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.

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

(34) CLASS TITLE. SOCIAL SERVICES AIDE. (a) *Definition.* This is basically an "outreach worker" type position. Under general supervision of a social worker or other staff member with program responsibility in a county agency, performs responsible tasks related to client needs.

b) *Examples of work performed.* Continuing training, and the following tasks may be assigned:

1. *Counselor.* Works with parents to increase their understanding of how their children's performance in school is related to conditions in the home; works with teachers and school administration to help them understand the nature of the children's home life and cultural styles; participates in individual meetings between parents and teachers.

2. *Community service aide.* Provide service to community residents in accordance with immediate practical needs including any or all of the elements of other social services aide positions.

3. *Child service aide.* Works with groups of children in formal and informal settings (homes, backyards, playgrounds) under professional supervision; promotes more significant recreational activities and positive adult relationships; frees mothers to keep appointments or participate in rehabilitation programs.

4. *Case work aide.* Interviews clients and families; identifies needs of families in the neighborhood and shares knowledge of family with social worker.

5. *Home service aide.* Helps with specific tasks in the home in areas such as buying and preparing food, child care, sewing, decorating, etc.; helps organize groups of mothers for educational programs in these areas. Provides specific help to aged and disabled adults which will help them to remain in their own homes.

6. *Day care center aide.* Carries out assigned tasks in relation to the agency's program for day care services.

7. *Housing service aide.* Helps organize neighborhood improvement groups; collects and gives out information about available housing; talks to groups about home financing and maintenance; refers tenants to other community services.

8. *Interpreter.* Interprets to the professionals the particular meanings or attitudes expressed in various subcultural ways of thinking and speaking; explains class patterns, values of biases; interprets to the client a professional attitude or action; translates for the various nationality groups present in many communities.

9. *Negotiator.* Intercedes for the client with a particular community agency in order to break through red tape to get appointments or benefits; negotiates for more expeditious service.

10. *Educator.* Informs clients of the kinds of services available to them, and their rights and responsibilities in receiving these services.

11. *Instructor.* Teaches clients the best way to go about getting a particular service by, for example, suggesting to someone who is going to apply for a job how to dress or how to talk to the interviewer.

12. *Helper.* Helps in the problem of getting a client to or from a particular service by going with the client, or by providing an escort or a babysitter.

13. *Companion.* Enters into a relationship with the client in which he accompanies him to social functions, educational projects, or even certain work situations.

14. *Supporter.* Offers himself as someone to lean on in situations of stress or want.

15. *Intervener.* Becomes directly involved in the client's life to effect changes in the way the client is meeting crises or stress situations.

(c) *Desirable qualifications.* 1. *Experience.* Intimate experience, knowledge of, and ties to the community in which he will be serving; one year's successful experience and training as a social services aide trainee.

NOTE: In addition to the above, when necessary for successful job performance, specialized background, skill or knowledge may be required.

2. *Attitude towards people.* Ability to work with people and develop understanding; respect for individuals and their differences; desire to be of assistance to people; ability to accept new ideas and ways of accomplishing purposes with understanding of need to deal with existing system. Respect for confidentiality; ability to understand reasons for confidentiality with relation to problems of people with whom he deals on the job; ability to learn; ability to learn on the job, through supervision, and through training and educational opportunities offered.

(35) CLASS TITLE. SOCIAL SERVICES AIDE TRAINEE. 1. (a) *Definition.* This is a beginning aide trainee position. Training and experience are provided under the close supervision of a social worker or other staff member with program responsibility in a county agency. Job assignments are related to client needs.

(b) *Characteristic duties and responsibilities.* Participate in a training program to learn agency purposes and operations.

2. Under close supervision gains experience in:

3. Working with groups of children in formal and informal settings (homes, backyards, playgrounds);

4. Freeing mothers to keep appointments or participate in rehabilitation programs;

5. Providing services to aged and disabled persons which help them to remain in their own homes;

6. Helping the social worker in interviewing clients and families;

7. Identifying needs of families in the neighborhood and sharing his knowledge of family with social worker;

8. Sharing with the agency the particular meanings or attitudes expressed in various subcultural ways of thinking and speaking, explaining class patterns, values or biases;

9. Explaining to the client a professional attitude or action;

10. Translating for the various nationality groups present in many communities;

11. Informing clients of the kinds of services available to them, and their rights and responsibilities in receiving these services, teaching clients the best way to go about getting a particular service by, for example, suggesting to someone who is going to apply for a job how to dress or how to talk to the interviewer. Helping in the problem of

getting a client to or from a particular service by going with the client, or by providing an escort or a babysitter;

12. Entering into a relationship with a client in which he accompanies him to social functions, educational projects, or even certain work situations. Offering himself as someone to lean on in situations of stress or want.

(c) *Requirements.* Interest in entering and participating in a training program. Experience, knowledge of and ties to the community in which he will be serving. Potential for further qualifying education and training.

1. *Personal attitude.* Concern about domestic social problems and a desire to become personally involved in their resolution; respect for confidentiality.

2. *Abilities.* (a) To work with people and develop understanding.

b. To accept new ideas and ways of accomplishing purposes with understanding of need to deal with existing system.

c. To understand reasons for confidentiality with relation to problems of people with whom he deals on the job.

d. To learn.

e. To learn on the job, through supervision, and through training and educational opportunities offered.

(36) PROJECT SERIES. COUNTY (GROUP VI). (a) *General information.* 1. This series is intended to classify professional and subprofessional positions involved in special research or demonstration projects. Typically, these special projects are funded through special funds or grants. Normally, they have defined ending dates.

2. To provide the flexibility necessary to classify a wide range of positions the series is broad in terms of the qualifications required and the duties encompassed.

3. In order to facilitate staffing projects, personnel administration channels that will accomplish the following must be provided:

a. Flexibility in recruiting and appointing uniquely qualified individuals who are experts in the specialties of proposed projects.

b. Provision for agencies to be able to use regular, permanent staff in development, administration of a project (or part of it), or in coordination with regular services.

c. Protection of regular county personnel processes in staffing actions, position allocation, and in salary administration, so that urgent project personnel decisions do not create personnel problems within the rest of the agency.

d. Provision of a series at all salary levels to enable appointment of professional and technical assistants at lower levels. (Maximum use of lower level staff will facilitate the best use of the top level experts who are in such scarce supply.)

(b) *Exclusions.* All positions which are not involved in projects as described in Section I are excluded from this series including positions in which the employes are in career positions. This series is not to be used for positions in the regular service when the existing classification structure is not adequate.

(c) *Job descriptions.* 1. *Project Associate I. County.* (Descriptive subtitle for position) The duties of persons allocated to this class usually involve working on studies assigned to higher level project

associates. The assignments provide training and experience in dealing with the research design and subject matter areas of the project. The assignments typically are well defined and are closely supervised by higher level project associates. The results of work done by associates at this level are subject to close review. Higher level project associates are available for consultation on research methods, sources of pertinent literature and other problems which may arise.

2. *Project Associate II. County.* (Descriptive subtitle for position) a. At this level, assignments are typically small segments of the projects which involve recurrent and predictable factors. Although the studies may stand alone, more frequently they are to be integrated into larger segments of the project. They require the applications of subject matter knowledge gained in normal undergraduate preparation or, experience on the project. The techniques used involve standard research methodology normally not requiring major innovations.

b. Typically, the studies' objectives are defined but the details on how to accomplish these objectives are left to the employe. Although consultation is available, employes in this class are expected to work with a minimum of supervision until the assignment is completed. The original planning of the study and its conclusions are subject to fairly close supervision and changes in methodology and objectives are subject to prior approval.

3. *Project Associate III. County.* (Descriptive subtitle for position) a. Typically, assignments at this level involve numerous and unpredictable factors and require sophisticated methodology approaches to their analysis. Although the objectives of the study are defined, employes in this class are given broad leeway in planning the study, choosing methodolgy and determining timing requirements. The methodology represents standard techniques although typically they are sophisticated and complex. Modifications of established techniques may be instituted by employes in this class. They are responsible for the accuracy of their results and for selecting the proper methodology. Also, they may be responsible for clerical and technical assistants.

b. The studies are subject to the review of supervisors in terms of their scope and objectives and the adequacy of results. There are guidelines available, e.g., past studies, journals, textbooks, etc., relating to techniques and methods, sources of data and its limitations and conclusions reached in related studies.

4. *Project Associate IV. County.* (Descriptive subtitle for position) a. Positions allocated to this class are of three general types 1) consultants on a project-wide basis including research consultation 2) administrators of projects 3) persons who have responsibility for segments of large projects.

b. Regardless of type, they all have certain common characteristics. The assignments require the ability to ascertain the need for changing study goals and methodology in light of project findings and for adapting and modifying the research methodology involved. They may initiate further limited studies based on project results informing superior of the decision. Employes in this class are characterized by an advanced degree of professional independence and they provide consultation on advanced and highly technical problems. They are responsible for planning the efficient use of professional and clerical staff, equipment and facilities.

c. The results of studies they conduct are subject to the review of superiors primarily for the adequacy of results, conformity to policy and suitability for distribution. The technical competence is usually assumed.

5. *Project Associate V. County* (Descriptive subtitle for position) a. Assignments at this level are similar to those at the project associate IV level except that they involve full responsibility for several related studies of a major project. The work involves the full scope of research methodology from the planning of methods and objectives, execution, interpretation of results and final reports.

b. Typically, studies characteristic of this level involve the development and modification of new procedures. Employes in this class are recognized experts in research methodology and/or subject matter related to the project. They are held accountable for all aspects of their studies and for the effective use of all assigned staff and materials.

c. The supervision received is very nominal and relates to a review of overall results or of major changes in objectives of the studies. Progress is reported in staff conferences and through periodic reports. Guidelines are frequently non-existent, incomplete or inconsistent. Employes in this class, therefore, require a comprehensive knowledge of the related subject matter areas.

6. *Project Administrator I and II. County.* (Descriptive subtitle for position) a. There are 2 general types of positions allocated to classes at these levels. 1) "Research Directors" which includes positions in which the person is hired principally to utilize his research skills and 2) "Project Administrators" in which the person is hired to administer and coordinate large projects but where the highly technical research is done by subordinates, or, depending on the situation, is not a major facet of the project. The major factors involved in determining the grade level of the former type are: 1) the qualifications of the individual filling the position; 2) the inventiveness required and the availability of existing knowledge; 3) the direction and guidance available in the research setting; and 4) the scope and characteristics of the investigation. (The levels of difficulty and responsibility for these factors will be determined in a point-comparison fashion by a committee of representatives.)

b. The second type of positions (project administrators) will be evaluated in a similar fashion, however, the factors will be different. Tentatively, the factors which determine the salary grade are: 1) the nature and scope of the project and the extent to which the results will affect the department's programs; 2) the scope and nature of the project administrator's responsibility and authority in terms of the project itself; 3) the nature of and extent to which the demands of the project reflect in the need for special qualifications of the project administrator. Considered here are the depth of subject matter knowledge required, administrative and supervisory abilities, creativity, etc. Also considered in factor 3 is the degree to which an employe's exceptional qualifications and stature can affect the "normal" level of the position. These factors will also be evaluated by a committee of representatives according to a defined classification system.

(d) *Qualifications.* As indicated in subsection (c) of this standard, the qualification requirements will reflect the appropriate subtitle.

The specific requirements may be determined for each project depending on its needs. The following guidelines are provided as a framework in which the specific qualifications will be established. Unique or highly pertinent training and experience may be evaluated in a manner which allows substitution on an accelerated basis.

1. *Project Associate I. County.* Training equivalent to that achieved through attainment of a college degree.

2. *Project Associate II. County.* Requirements for I and, in addition, two years of professional level experience or graduate training.

3. *Project Associate III. County.* Requirements for II and, in addition, one additional year of professional work or experience. Graduate study in a field related to the subtitle may be substituted for the experience.

4. *Project Associate IV. County.* Requirements for III and, in addition, one year of professional level work experience. Appropriate graduate training may be substituted for work experience and a doctorate may substitute for all the work experience.

5. *Project Associate V. County.* Requirements for the Project Associate IV level and one additional year of experience or training.

6. *Project Administrator I and II. County.* The requirements for the project associate V shall be a guideline for these classes, but inasmuch as qualifications are a major part of the classification evaluation system and are related to the other factors determining salary grades, no additional, specific, requirements are established in this standard. In any case, they should not be lower than that required for the project associate V.

(37) PROJECT ASSISTANT SERIES. COUNTY (GROUP VI). (a) *Introduction.* The project assistant series is limited to the type of position in which the service can best be done by a person who has extensive understanding of the problems in an area or neighborhood and can gain acceptance by and maintain effective communications with residents to be served.

1. *Inclusions.* a. Typically the positions would involve a professional or semi-professional service in such fields as labor market services, counseling, education, public health, delinquency prevention, community organization, casework or training.

b. To provide the flexibility necessary to classify a wide range of positions, the series is broad in terms of duties and qualifications. As in the project series, vacancies in these classes will be filled in close cooperation with county agencies so that:

1) Staff can, when necessary, be selected who possess the required understanding, communication skills and acceptance required by the program.

2) Salary and qualifications at entry bear a reasonable relation to classifications with similar duties which do not require the special neighborhood acceptance or communication.

3) Semi-professional staff can be used to best advantage in extending services of specially qualified professional staff who are in very short supply.

2. *Exclusions.* No position shall be classified in this series unless the duties require unique understanding, communication skills, or cultural acceptance, for successful performance. This series is not to

be used for other positions in the service because the existing specification structure is not adequate or when the desired salary range is not available.

(b) *Position standard.* The range of services which may be required (largely in poverty services) is so very wide that the class and subtitle shall be established for each position, or group of similar positions, in close relationship to other related classes. The qualification requirements in each case shall reflect necessary training and/or experience needed on the job and a reasonably parallel relationship to other similar jobs in standard professional or semi-professional classes. In general, duties include outreach, follow-up, case aide and related semi-professional actions requiring unique acceptance and communications skills needed to assist professional staff to make maximum use of their specialized skills. Duties will include such tasks as those included in parallel classes in the salary range, such as social services aide and case aide.

(c) *Qualifications.* Specialized or unique understanding, acceptance and communications skill, plus a reasonably parallel training and/or experience requirement related to the standard class for the type of service, level and salary range. Training and experience equivalencies shall also provide recognition for the additional specialized neighborhood expertise. See Compensation Plan for salary ranges, Project Assistant III—County; Project Assistant II—County; and Project Assistant I—County.

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