



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### STATEWIDE CENTRAL INTAKE (SCI) WORKER

<b>Class Title</b>	<b>Class Code</b>	<b>Pay Band</b>	<b>Alt Pay Band*</b>
SCI Worker	SCIW20	SD	
SCI Senior Worker	SCIW23	SE	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Receive calls and screen reports of alleged child abuse, neglect or exploitation and refer to local Protective Services office for investigation.

#### Nature of Work

Statewide Central Intake Workers make decisions regarding the safety of a child or vulnerable adult, whether or not to forward referrals to local field offices for investigation or refer a family who has been in an abuse/neglect situation to supportive services. They participate in "phone triage" as recipients of reports, operator or designated runner. Duties include triage of calls, routing calls to next available senior Intake Worker, assessing if injuries have occurred, or are imminent to alleged victim(s); document incoming calls and referrals (I&R); provide callers with resource information; taking messages when appropriate; checking voice mail or status and/or call back messages and communicating with colleagues and supervisors.

#### Distinguishing Characteristics of Levels

*Examples of work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### SCI Worker

- Participate in "phone triage" as recipients of reports, operator or designated runner.
- Answer phone calls, police line(s) and designated social work line(s) in a prompt manner.
- Write reports so that they are easily understood and are sequential.
- Deliver report to designate supervisor promptly at the end of the call or after calls made to collateral contacts.
- Respond to callers requests as needed, and will be helpful and courteous to callers.
- Report requiring an emergency or 24 hour response, will be staffed immediately with designated supervisor for proper and quick assignment to the field.
- Report completion in FACTS will occur following staffing and/or calling local office and/or responder.
- Call the assigned social worker or supervisor on open cases and/or call appropriate professional collateral contacts.
- Elicit all relevant and pertinent information to assist in a proper screening decision.

## STATE CENTRAL INTAKE (SCI) WORKER

- Enter foster home incident reports, when no abuse or neglect allegations are made following current procedures.
- Refer reporters to appropriate resources as necessary and document in narrative.
- Clearly identify name at the start and at the end of each call.
- Utilize supervisors when in need of assistance and communicate in team line approach with peers and supervisors.
- Use Structured Decision Making Tool (SDM) to assign appropriate priority to report.
- Complete FACTS search and document in narrative in order to assist in proper assessment of report and give historical perspective to field, as well as law enforcement.
- Utilize SCI handbook in gathering the relevant information as it pertains to the specific allegations being reported.
- Collect and verify demographic information such as addresses, DOB's, spelling of names, etc.

### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college or university and two (2) years of experience in protective services, social work, psychology, or guidance and counseling.

### **Minimum Qualifications**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college or university.

### **SCI Senior Worker**

- Promote staff development by providing support to co-workers in skill-building and program development.
- Assist co-workers in the development of improved skills in FACTS.
- Actively seek ways of improving procedures with Statewide Central Intake, including but not limited to Phone Triage.
- At least once quarterly, give community presentations regarding reporting abuse, neglect or exploitation and SCI Intake procedures.
- Mentor and train new workers when they begin working at SCI.
- Help facilitate in-service training within SCI.
- Serve as acting supervisor in the absence of the unit supervisor.
- Incumbent will serve as the lead worker in a unit of intake workers.
- Ensure that "ready lights" are on and be available to accept calls, unless otherwise approved by supervisor.
- Participate in "phone triage" as recipients of reports, operator or designated runner.
- Answer call wait light, police line(s) and designated social work line(s) in a prompt manner.
- Write reports so that they are easily understood and are sequential.
- Deliver report to designate supervisor promptly at the end of the call or after calls made to collateral contacts.
- Report requiring an emergency or 24 hour response, will be staffed immediately with designated supervisor for proper and quick assignment to the field.
- Report completion in FACTS will occur following staffing and/or calling local office and/or responder.
- Call the assigned social worker or supervisor on open cases and/or calling appropriate professional collateral contacts.
- Elicit all relevant and pertinent information to assist in a proper screening decision.

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### **Recommended Education and Experience for Full Performance**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college or university and four (4) years of experience in protective services, social work, psychology, or guidance and counseling.

### **Minimum Qualifications**

Bachelor's Degree in Social Work, Education, Counseling, Psychology, Sociology, Criminal Justice or Family Studies from an accredited college or university and two (2) years of any combination of experience including working with communities on health or social service related matters, social work/case management experience, behavioral health and/or healthcare.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

#### **Knowledge**

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment

**Therapy and Counseling** — Knowledge of principles

**Psychology** — Knowledge of human behavior and performance; individual differences in ability

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words

**Education and Training** — Knowledge of principles and methods for curriculum and training design

**Public Safety and Security** — Knowledge of relevant equipment

**Sociology and Anthropology** — Knowledge of group behavior and dynamics

#### **Skills**

**Service Orientation** — Actively looking for ways to help people.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react

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as they do.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Coordination** — Adjusting actions in relation to others' actions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Persuasion** — Persuading others to change their minds or behavior.

### Statutory Requirements:

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 10/12/2012      **Revised:** 8-24-2018 : Jobcode and Pay Code change.

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*