



## **Social Worker III/IV Job Simulation**

### **Practice Exam Instructions**

- ➡ Print the exam below
  
- ➡ Start your watch or timer for 20 minutes and begin the exam
  
- ➡ When you have completed the exam, click on Review Answer Guidelines on the Practice Exam webpage

Social Worker III/IV  
Job Simulation

**PRACTICE EXAM**

**CASE:** M. Gutierrez

## **PRACTICE: SOCIAL WORKER III/IV JOB SIMULATION EXAMINATION**

This examination is designed to simulate an actual work situation a Social Worker in a social services department might encounter on a typical day. The constraints designed into this examination purposely place you in a situation with severe limitations of time and resources. These constraints are similar to the pressures and limitations a Social Worker must deal with on a regular basis. You are expected to use your best judgment to make ethically informed decisions.

### **MATERIALS**

Your package contains:

- 1 answer sheet
- A calendar for October
- An assortment of materials in random order:
  - **MESSAGES**
  - **REPORTS AND MEMOS**
  - **CURRENT OFFICE ACTIVITIES**
- Client/case specific materials relate to the following people:
  - **Martha Gutierrez**

### **AGENCY DESCRIPTION**

A fictitious social service agency, identified as the Sunnyside Department of Social Services, is used for this exercise. The agency seeks to employ persons who establish and implement work priorities that promote and protect the health, welfare, and safety of clients, while meeting organizational mandates and requirements.

### **CANDIDATE'S ROLE and SETTING**

*-IT IS 8:30AM ON February 10th*

You are a Social Worker named Candidate "Y" in the Sunnyside Department of Social Services. You spend your time both at the office and in the field and generally do your own scheduling. Agency vehicles are routinely available. You have just arrived at your office to begin your day and tackle the paperwork waiting for you on your desk.

### **INSTRUCTIONS**

The Items are in random order, as they would appear in your in-basket.

- **Take action** on the items and documents the way you would if this were a real situation, including filling out forms, etc. Use the answer sheet that is provided to record your actions as follows:
  - **Identify and place an "X" on the "Problem Ranking."** Briefly explain your reasoning for the "Problem Ranking" you selected.
  - **Write an action plan and take actions:** For example, if you are sending a MEMO, write the word, "MEMO" and complete it as if it were a real situation. If you are making a telephone call, write "Phone Call" and indicate the contents of the call, etc.
  - **Attach relevant documents to the appropriate answer sheet with a paper clip.**

An additional blank sheet of paper has been provided for your use if necessary.

## **RATING**

The contents of your completed Job Simulation Examination will be evaluated and rated in the following areas:

### **ANALYTIC REASONING AND DECISION MAKING SKILLS:**

*This category measures your ability to make reasoned decisions related to complex problems based on available or attainable information as well as the impact these decisions would have on the agency and/or clients. Ideally, you should consider the case history, any behavior patterns, the cause of the problem, and short and long-term solutions. You should also create a case plan that promotes and protects the health and welfare of the clients while meeting organizational requirements.*

### **WRITTEN COMMUNICATION SKILLS:**

*This category measures your ability to write reports and work-related communications clearly, concisely, and grammatically correct. Ideally, any written communication should be clear, logical, and grammatically correct. Where reports or evaluations must be completed you should include complete sentences.*

### **BIO-PSYCHOSOCIAL AWARENESS SKILLS:**

*This category measures your ability to take into consideration bio-psychosocial and cultural factors to proactively create a case plan. Things to consider would include the family background, social class, job history, religion, support network, physical and mental health, drug or alcohol issues, and ethnic, cultural and gender issues.*

### **PRIORITIZATION, PLANNING, AND ORGANIZING SKILLS:**

*This category measures your ability to establish logical priorities related to the situation and coordinate an action plan to improve or solve the identified problem(s). When given multiple cases, you should be able to prioritize and complete assignments in relation to client safety, health and welfare; and coordinate and schedule tasks proactively to minimize the need for reactive responses for avoidable emergencies. Your proposed actions should indicate an awareness of the need for immediate action in response to critical or time sensitive situations.*

## BIO-PSYCHOSOCIAL EVALUATION

**TODAY'S DATE:** February 10th

**CLIENT:** M. Gutierrez

**WORKER:** Candidate "Y"

### INSTRUCTIONS:

Please include *concise* information related to the following categories:

**-If you need additional paper, please use additional answer sheet-**

- **IDENTIFICATION:** Name, age, gender, marital status, living situation and conditions;
- **BIO-PSYCHOSOCIAL HISTORY:** Socio-economic, educational, vocational, religious, family/other supports; and legal concerns;
- **HEALTH HISTORY:** Health concerns, medication use, sleep/appetite, substance abuse and developmental/biologic/genetic concerns;
- **SERVICE NEED:** As determined by clinician and from client's perspective, using client's own words when possible;
- **SERVICE PLAN:** Specific service needs based on needs and available resources.

**SUNNYSIDE DEPARTMENT OF**  
**SOCIAL SERVICES**

**MEMO**

**TO:** Candidate "Y"  
**FROM:** O.C. Demetri, Supervisor  
**DATE:** February 10th  
**RE:** Martha Gutierrez

I need you to temporarily take over this case and complete the Bio-Psychosocial Evaluation form. I consider this an urgent matter in that we must have this report by the end of the day to receive reimbursement for our services. Ms. Gutierrez is currently in our family shelter and doing well, but her stay is scheduled to terminate on 2-11. The shelter contact person is Joan (555-6711) and the new housing coordinator is Bill (ext. 155). You should also have a report from DSS in Salt Lake City.

# SLC DEPARTMENT OF

## SOCIAL SERVICES

**DATE:** February 1st  
**FROM:** Department of Social Services  
Salt Lake City, Utah  
**TO:** Candidate "Y"  
**RE** Martha Gutierrez

We received your release of information form on Martha Gutierrez. She is a 23 year-old divorced Filipino woman, with limited English speaking skills, who was an agency client for the past two years. She is a devout Catholic, completed high school, and was disowned by her family after she married her American husband.

She received a Section 8 housing subsidy through our office, based on her \$880 monthly disability income for the past 2 years. Until this January, her rent was paid on time; housing inspections and the care for her 2 year-old daughter was seen as non-problematic; and she had been clean and sober. There is no known use of prescriptive or over-the counter drugs or concerns regarding sleep, appetite, or generalized function. She was about to begin a job-training program. The total value of her assets as of January 1<sup>st</sup> was \$880.

On December 27<sup>th</sup>, we completed a scheduled inspection. The house was in good order, but Ms. Gutierrez appeared mildly intoxicated and there was a bag of marijuana on the counter. She stated that her ex-husband, from whom she has been separated for the past 6 months, died one week ago in an automobile accident. She said, "I am sorry and sad. I stopped going to AA. I love my daughter and do not want to be on the streets again. I just want a real job."

She was initially arrested and charged with 2 misdemeanors because of the marijuana found in the home. We terminated her housing subsidy based on the above information and the newly enacted Senate Bill 345b. The charges were eventually dropped when she stated her intent to move to California. This is all the information we have available on this client.

## SOCIAL WORKER JOB SIMULATION

### ANSWER SHEET

Candidate # \_\_\_\_\_ Date \_\_\_\_\_ Problem: M. Gutierrez

Problem Ranking (Check one)     HIGH PRIORITY  
   MEDIUM PRIORITY  
   LOW PRIORITY

LOW PRIORITY	MEDIUM PRIORITY	HIGH PRIORITY
There is no need for immediate action and the matter can be deferred.	The matter is of significance that involves potential negative consequences that requires a measured response; but not one necessarily requiring immediate attention.	The matter requires immediate attention and is either urgent, an emergency, or one with the potential to quickly become an emergency.

**DESCRIBE PRECISELY WHAT YOU ARE DOING TO ADDRESS THIS PROBLEM:**

- Identify and place an "X" on the "Problem Ranking." Briefly explain your reasoning for the "Problem Ranking" you selected
- Record your action plan and take actions: For example, if you are sending a MEMO, write the word, "MEMO" and complete it as if it were a real situation. If you are making a phone call, write 'Phone Call' or "PC" and indicate the contents of the call, etc.
- Attach relevant documents as appropriate

