



## CLASS SPECIFICATION

Class Code: 60006128  
Date Established: 06/1997  
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FLSA: Non-exempt

### HUMAN SERVICES SUPPORT SPECIALIST I

#### **DEFINITION**

Under general supervision, performs direct and indirect client services in support of a variety of human services programs including, but not limited to, Alternative Sentencing Social Services, and Senior Services; responsibilities include case management support to clients in the office, in a clinic setting or in the field; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

One year of experience performing a variety of duties in support of a social or human services function; or an equivalent combination of related education and experience. An associate degree or equivalent coursework in human services, Social Work, Home Economics, Child Development, Criminal Justice or related social or behavioral sciences may substitute for the required experience.

#### **LICENSE OR CERTIFICATE**

Certain positions may require certification as a Competent Professional Authority (CPA).

A valid driver's license is required at time of appointment.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

#### **DISTINGUISHING CHARACTERISTICS**

This is the entry level in the Human Services Support Specialist classification series which provides for progression to the next level upon meeting the requirements of the class and recommendation of the appointment authority. The Human Services Support Specialist I is distinguished from the Human Services Support Specialist II classification by the complexity of case management support assignments. Certain positions allocated to this classification may require bilingual skills. Bilingual positions will be responsible for translating both orally and in writing.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Perform enrollment and verify required check-in proceedings for program clients. Report progress and non-compliance issues to the case manager.

Interview clients to obtain financial information, medical history, establish client needs, determine program eligibility, explain program regulations and procedures, and behavioral expectations for clients in the alternative sentencing program, and identify potential eligibility for other community services when applicable.

Educate and review program materials with clients on parenting skills, nutrition and meal preparation, home management, money management, child development, breastfeeding, personal hygiene, and general health practices to promote the well being of families, benefit assist programs and any other departmental or community programs they may be eligible for or benefit from participation in.

Monitor client case requirements for specific programs. Refer verify, and record treatment and services with professional staff and counseling, education, and employment agencies as provided to the client.

Identify high risk and emergency situations; assist clients to understand and follow program standards and protocols; make referrals to appropriate agency staff when neglect, abuse or failure to thrive is suspected; in accordance with established guidelines and confidentiality requirements, release client's information to other agencies as required.

Transport clients to doctor appointments, counseling sessions, schools, community agencies, foster care placements and family visitations as required, in support of client needs and in accordance with case plans.

Monitor visits between children and parents and / or other relatives; observe and record interactions between family members; forward information to appropriate staff.

Perform basic screening functions to include: blood pressure, vital signs, finger sticks, substance abuse; height, weight and hemoglobin for case history file.

Assist clients with completing a variety of forms and applications for various services; identify errors and discrepancies in information provided by patients and other agencies; verify data to resolve discrepancies.

Perform a variety of case management support functions to include, but not limited to, data entry to update case files, filing, answering phones, compiling data and submitting statistical reports; drafts and formats educational materials for distribution to clients.

Perform related duties as required.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental policies and procedures.

Laws, rules, and regulations governing program.

Social service agencies and local community resources.

Computer software specific to the operation.

### **Ability to:**

Perform basic health screening (take blood pressure, finger sticks, record height, weight and hemoglobin).

Testify in court proceedings.

Maintain professionalism while dealing with difficult situations and/or clients.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

### **Knowledge of:**

Basic child development, parenting skills, human behavior, and characteristics associated with aging process.

Basic mathematics required to compute eligibility.

Modern office practices and procedures including telephone techniques, filing, scheduling appointments, preparation of correspondence, reports and forms, and compiling data and completion of statistical reports.

The operation of a personal computer and use of word processing software.

**Ability to:**

Communicate clearly, both orally and in writing.

Observe and record events accurately and concisely including proficient writing skills enabling the preparation of quality reports.

Deal with individuals from diverse socio-economic backgrounds.

Deal with stressful situations and hostile clients.

Interpret and apply applicable laws, regulations, and departmental policies.

Plan and organize work.

Establish and maintain effective working relationships with clients, staff, and members of the community.

Maintain confidentiality of information encountered in the course of work.

Control personal bias.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Certain positions, requiring bilingual skills, will be required to provide translation services for Hispanic clients. Applicants for bilingual positions will be tested for proficiency in both oral and written Spanish. Alternative Sentencing positions require close contact with “at risk” population including handling of body fluids and exposure to common air borne diseases.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*