



CLASS SPECIFICATION

Class Code: 6129
Date Est: 06/1997
Last Rev: 06/2020
Last Title Chg:
FLSA: non-exempt
Probation: 6 months

HUMAN SERVICES SUPPORT SPECIALIST II

DEFINITION

Under general supervision, provides support services directly to clients in the office, in a clinic setting, or in the field; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time experience performing a variety of duties in support of a human services function, which included providing direct client services; OR an equivalent combination of related education and experience. A bachelor's degree from an accredited college or university in a human services field, such as social work, home economics, child development, or psychology may substitute for up to one half of the required experience.

LICENSE OR CERTIFICATE

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

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

SUPERVISION EXERCISED

Exercises no direct supervision.

DISTINGUISHING CHARACTERISTICS

This is the journey level of the class series and is distinguished from the Human Services Support Specialist I by performing duties with greater independence and having focus on providing direct assistance to clients. Certain positions allocated to this classification may require bilingual skills. Bilingual positions will be responsible for translating and/or communicating both orally and in writing.

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

Interview clients to obtain financial information, medical history, establish client needs, determine program eligibility, explain program regulations and procedures, and identify potential eligibility for other community services.

Provide education to clients on proper nutrition, parenting skills, meal preparation, home management, money management, child development, breastfeeding, personal hygiene, and general health practices to promote the well-being of families.

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

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.

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

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

May perform basic health screening including blood pressure, recording vital signs, finger sticks, measuring and recording client's height, weight and hemoglobin for case history file.

Establish and maintain a network of community support for clients, provide referrals as appropriate, and monitor client progress through follow-up on short-term and long-term basis.

May recruit, select, train, and schedule volunteers; promote programs within the community and maintain all related documentation and records, depending on area of assignment.

May play a lead role in community outreach and promotion of program and/or Agency.

May perform a variety of clerical duties including, but not limited to, data entry, filing, answering phones, compiling data and submitting statistical reports.

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 assigned 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).

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

Knowledge of:

Basic human behavior, nutrition in the life cycle, child development, and parenting skills.

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.

Operation of a personal computer and client management programs.

Ability to:

Communicate clearly, both orally and in writing.

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.

Ability to 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 non-English speaking clients. Applicants for bilingual positions will be tested for proficiency in both oral and written language skills.

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