



CLASS SPECIFICATION

Class Code: 6137
Date Est: 10/1989
Last Rev: 08/2018
Last Title Chg: 08/2018
FLSA: non-exempt
Probation: 12 months

HUMAN SERVICES INTAKE SCREENER

DEFINITION

Under general supervision, performs intake duties, including interviewing, providing basic program information on regulations, explaining reporting and investigation processes and procedures, and making referrals to support groups and service agencies; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in criminal justice, psychology, social work, sociology, education or a closely related field is required. An internship in public child welfare or fieldwork related to the profession is desirable.

LICENSE OR CERTIFICATE

Possession of a valid driver's license required at time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

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

Receive incoming calls or walk-in persons, taking incident reports of suspected abuse/neglect following a prescribed format to ensure that pertinent information is elicited during interviews for determining the severity of risk to individual.

Screen incident reports, assess urgency, provide brief (immediate) crisis intervention as necessary, make referrals to service providers, immediately forward reports indicating a high degree of risk to a supervisor for action, and complete all other report documents for submission to the supervisor for subsequent distribution and action.

Provide information to parents and/or reporting citizens on reporting procedures and appropriate courses of action regarding the reported incident.

Enter reports into a computer, describing information elicited.

Review case records and prepare correspondence, summaries and case histories for distribution to appropriate parties.

Draft intake reports and correspondence, completing factual information for case histories.

Assist practitioners by contacting potential foster homes to identify vacancies and assist with placements.

Correspond with designated individuals and provide information contained in case histories that has been approved for release.

Conduct in-office interviews/casework, making basic assessments of need and developing appropriate recommendations for referrals and action prior to submission for supervisor approval.

Provide immediate factual information to law enforcement or other pertinent agencies.

Provide information to general public and other professional staff on identification and reports of abuse and neglect.

Research computer histories regarding specific problems/issues as requested by administrative staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Washoe County's policies, practices and procedures for area of assignment.

Computer software specific to the department/division.

Community resources and agencies offering services to abuse and neglect clients.

Local referral services.

Nevada Revised Statutes, regulations and laws pertaining to abuse/neglect.

Ability to:

Assess the severity of complaints.

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

Knowledge of:

Principles of interviewing, investigating and recording case work data.

General principles, practices and procedures involved in providing service to victims and families experiencing abuse and neglect.

Human behavior and basic crisis intervention strategies.

Ability to:

Deal with hostile, aggressive and abusive clients.

Make basic assessments of complaints and accurately prioritize them for referral to other staff.

Interpret and apply regulations, policies and procedures.

Communicate effectively both orally and in writing.

Act with integrity; exercise appropriate discretion and maintain confidentiality of information.

Establish, maintain and foster positive working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, telephone, and FAX. Work is performed in office environment.

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