



CLASS SPECIFICATION FOR:

Human Services Specialist Senior

General Statement of Duties:

Determines initial and continuing eligibility of economically disadvantaged individuals and families for the full range of federal, state and local public assistance, services and benefit programs; manages a full caseload, including cases requiring advanced program knowledge; completes interviews and assessments of clients to identify appropriate programs and assistance to aid in their effort to achieve a self-sufficiency; serves as a resource to other Human Services Specialist and services staff; routinely exercises independent judgment to make accurate determinations and recommendations for complex eligibility and services, especially as related to evaluation of socioeconomic factors influencing eligibility; does related work as required.

Distinguishing Features of Class:

This is the full performance senior professional-level classification that serves a lead worker. An incumbent in this classification performs tasks related to the initial and continuing determination of eligibility of individuals and families for full range of financial assistance, medical assistance and services, including federal, state and local public assistance programs. The Human Services Specialist Senior carries a full caseload, typically including more complex cases; provides consultation on complex cases; and may be assigned specialized functions or projects requiring a broad working knowledge of public assistance functions (e.g., intake, fraud). The Human Services Specialist Senior has a broad, in-depth knowledge of regulations pertaining to public assistance and services programs, as well as with agency standards, policies, procedures and functions, and diverse array of socioeconomic factors' influences. Work is performed independently and as part of a team with minimal supervision from a Human Services Supervisor, using advanced knowledge of the impact of socioeconomic factors and established federal, state and local regulations.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Proficiently performs all the duties and responsibilities assigned to Human Services Specialist I, II, III and IV as assigned;
- May serve as a lead worker assisting with the recruitment and selection process as assigned; training, coaching and providing feedback to Human Services Specialists; assisting with day-to-day supervisory duties such as directing staff work assignments, recordkeeping and reporting; assisting with documenting incidents; providing feedback to supervisor for performance issues and appraisals;
- May be assigned specialized functions or projects requiring a broad working knowledge of public assistance functions (e.g., intake, fraud);;
- Manages assigned caseload, including cases requiring advanced program knowledge, with minimal supervision;
- Performs all the assigned eligibility and/or service duties independently and makes independent judgments and determinations following agency and program practices and procedures as well as all relevant mandated federal, state, or local laws and policies;
- Uses in-depth understanding of the client and their socioeconomic circumstances to encourage self-sufficiency and work participation and to identify appropriate available resources to support their clients' efforts;
- Determines and authorizes eligibility for financial assistance and services programs and explains how benefits were calculated and services were determined;
- Explains temporary nature of assistance and determines reason and need for assistance and communicates need for applicants and recipients to become self-sufficient and independent;
- Uses supportive counseling techniques to enhance and develop clients' problem-solving capabilities;
- Interprets policies and procedures applicable to the various programs and assists applicants in completing required forms, as necessary;
- Collects, verifies, enters and maintains the data required for determining eligibility of individuals and families for financial assistance, medical assistance, child care, adoption assistance, foster home approvals, child protective services intake, as well as other federal, state and local programs involving financial eligibility in the appropriate designated systems;
- Assesses clients' goals, strengths, and weakness and jointly explores alternative to welfare, to include determining employability status of applicants and identifying employment barriers and opportunities;
- Assesses clients' circumstances and determines the most appropriate configuration of employment, support, and public assistance services to facilitate movement toward self-sufficiency and financial independence;
- Observes clients' social situation and/or living environment through client contact or supervision of parental visitation to determine if problems exist which indicate the need for social services and reports findings to supervisor;
- Ensures timely processing of applications to meet client needs and program policy mandates;
- Recommends public assistance (e.g., medical aid, financial assistance, and SNAP), to include amount to be granted, based on information secured, individual circumstances, and public assistance program requirements;
- Assists clients in obtaining the resources necessary to meet emergency needs;
- Refers clients to appropriate community agencies for additional support services;
- Accurately resolves a wide variety of inquiries and issues in accordance with established policies and procedures, referring unusual or complex inquiries and situations to Supervisor;



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- Serves as a resource to staff by answering questions related to policies and procedures, suggesting effective methods of case management, and providing consultation regarding complex cases;
- Prepares case records and written recommendations pertaining to assigned cases;
- Maintains records, prepares reports and performs other necessary data management and reporting duties as required;
- Detects fraud cases and makes appropriate referrals to supervisor, and assists with fraud investigation activities;
- Submits required home study summaries and information to Commonwealth's Attorney, County Attorney, Courts, and other appropriate agencies;
- May be assigned to handle or assist with special projects and functions;
- Performs audits or assists with audits as assigned;
- May serve as agency contact as assigned;
- Maintains extensive current knowledge of programs and eligibility requirements, financial and non-financial criteria, policies and guidelines as well as current forms, reports and other related documentation required for eligibility and services determinations;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Actively participates in the County's current leadership development classes and programs;
- Assists with sheltering duties as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Thorough working knowledge of federal, state, and local laws governing public assistance and services programs and welfare reform; broad understanding of basic human needs and of individual differences; broad working knowledge and understanding of social problems and effective approaches to working with clients in economic distress and in other disadvantaged situations; knowledge of cultural diversity and norms that can affect clients in economic distress and in other disadvantaged situations; excellent working knowledge of interviewing techniques and skills in interviewing and eliciting needed information from applicants and recipients; demonstrated skills in using supportive counseling techniques to enhance and develop clients' problem-solving capabilities; ability to assess client needs through collection and analysis of employment history and pertinent personal, family and cultural information; ability to apply acquired knowledge of human behavior and social functioning; ability to maintain professional ethics related to confidentiality of client information; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully manage caseload and complete assigned tasks accurately and in accordance with applicable requirements and deadlines; ability to multi-task while maintaining the integrity of time sensitive and confidential documents; ability to make accurate mathematical computations and keep related records that meet generally accepted accounting principles; ability to read, and consistently comprehend, accurately interpret, apply and communicate complex policies, regulations and requirements; ability to read, understand and accurately interpret complex public assistance and services policies and regulations; ability to communicate and advocate the philosophy and principles of self-sufficiency and the particulars of Welfare Reform to clients and to the public; critical thinking and problem solving skills with the ability to appropriately solve a wide variety of questions and issues within established policies, guidelines, requirements and procedures; ability to collect, research, verify, enter and maintain electronic data and case records accurately in various systems; sound judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and produce easily understood reports and other materials; ability to systematically compile data and provide detailed program and related documentation and reports; good oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; ability to express self tactfully, clearly and positively, often in stressful situations; ability to work independently and as part of a team and as team leader; basic supervisory skills including good training skills and the demonstrated ability to effectively manage own and staff workloads and to foster and maintain high morale and engagement with staff; ability to collaborate effectively to establish and maintain a good working relationships with applicants and recipients, colleagues, department staff, other public and private agencies, public and other relevant stakeholders; strong computer skills with ability to use computer and typical business software, proprietary software and applications for data management and reporting; personal accountability including teamwork and establishing and maintaining positive relationships with the public and colleagues; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County with customers and other stakeholders. May require the ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Four (4) year degree in a relevant human services field of study;

Experience: (two (2) years of relevant work experience in various federal, state and local public assistance and benefit programs, including handling more complex cases and full caseloads;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:



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NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations.