



CLASS SPECIFICATION FOR:

Human Services Specialist I

General Statement of Duties:

Performs a variety of specialized technical, administrative and customer service support functions related to the determination of eligibility of economically disadvantaged individuals and families for various federal, state and local public assistance and benefits programs; assists applicants with the preparation of forms; collects, verifies, enters, maintains and manages the data related to eligibility determinations; does related work as required.

Distinguishing Features of Class:

This is the entry level paraprofessional classification. An incumbent in this classification performs a variety of routine and technical, administrative and customer service support functions related to collecting, entering and maintaining the data required for determining eligibility of economically disadvantaged individuals and families for financial assistance, medical assistance, child care, adoption assistance, as well as other programs involving financial eligibility. Screens and reviews the applications required to determine eligibility for accuracy and completeness. Resolves routine inquiries and issues in accordance with established policies and procedures and with guidance from supervisor or more senior level Specialists. Work is performed under the guidance of a Supervisor or a Senior Human Services Specialists and as part of a team.

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

- Collects, verifies, enters and maintains the data required for determining eligibility of individuals and families for financial assistance, medical assistance, childcare, adoption assistance, as well as energy assistance, SNAP, TANF, or other programs involving financial eligibility in the appropriate designated systems;
- Screens and reviews applications used to determine eligibility (paper or online);
- Evaluates consistency and completeness of data secured, and where indicated substantiates its accuracy;
- Enters and maintains records and written recommendation pertaining to cases in appropriate computer systems;
- Accurately resolves inquiries and issues in accordance with established policies and procedures, referring unusual or complex inquiries and situations to Supervisor or Senior Human Services Specialist;
- Provides technical assistance and guidance to applicants and recipients;
- Provides information on policies, procedures, services and application requirements to other employees, child care vendors, agencies and the public;
- Explains fundamental policy applications and assists applicants and recipients in completing required forms;
- Explains temporary nature of assistance, determines reason and need for assistance, and communicates need for applicants and recipients to become self-sufficient and independent;
- Prepares and maintains summaries and a variety of reports from various sources and systems as assigned;
- Develops and maintains sound current working 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 determinations;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Assists with sheltering as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires basic understanding of human needs and of individual differences; basic knowledge of interviewing techniques and skills in interviewing and eliciting needed information from applicants and recipients; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in accordance with applicable requirements and deadlines; ability to multi-task while maintaining the integrity of time sensitive documents, many of which must meet generally accepted accounting standards; ability to make accurate mathematical computations; ability to learn and maintain a sound working knowledge of federal, state, and local laws governing public assistance, service programs, and welfare reform; ability to read, and consistently comprehend, accurately interpret, apply and communicate complex policies, regulations and requirements; ability to read, understand and interpret complex public assistance and service program policies and regulations; basic knowledge and understanding of social problems and effective approaches to working with clients in economic distress and in other disadvantaged



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situations; ability to understand, communicate and advocate the philosophy and principles of self-sufficiency and the particulars of Welfare Reform to clients and to the public; basic critical thinking and problem solving skills with the ability to appropriately solve a variety of routine questions and issues within established policies, guidelines, requirements and procedures; ability to collect, research, verify, enter and maintain data accurately in various systems inherent to assigned duties; ability to maintain professional ethics related to confidentiality of client information; sound judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations with guidance and independently; ability to synthesize multiple types of data and produce easily understood reports and other materials; ability to systematically compile data and provide detailed 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; ability to collaborate effectively to establish and maintain a good working relationships with applicants and recipients, colleagues, department staff, 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: Graduation from high school or GED; prefer completion of relevant college coursework or degree;

Experience: Three (3) years of relevant administrative work, including customer service experience; prefer previous relevant work experience in an human services or related work environment;

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

Additional Requirements:

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.