

Family Services Specialist I



General Summary of Classification:

Provides professional casework services for children, adults and families; carries a full caseload and demonstrates the ability to make sound decisions independently with only supervisory conferences; exercises sound judgment and initiative; maintains thorough familiarity with agency standards, policies and functions as well as the full range of community resources; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Interviews clients and family members to gather data on their social, health, emotional and economic problems; analyzes findings, determines client needs, determines the nature of services needed, and develops treatment plans subject to final approval of the supervisor;
- Prepares and maintains thorough case records, compiles social histories, prepares related paperwork and reports;
- Prepares reports and paperwork for court proceedings, participates in court proceedings, testifies in court cases as needed;
- Handles active cases involving abuse or neglect of children and adults;
- Recruits, completes home studies, supervises foster homes and adoptive homes, supervises adoptive placements;
- Counsels caregivers on problems of disturbed, delinquent and/or intellectually disabled persons;
- Counsels parents regarding care and training of children, motivates individuals to self-help, and arranges for medical care;
- Supervises clients receiving services from the agency and makes field visits to clients' residences, worksites and/or residential programs;
- Places and monitors progress of clients in court-ordered community service volunteer work;
- Refers clients to other community resources and agencies for services as needed;
- Promotes community organizations and services in the interest of children and adults and gives leadership in this area;
- Uses sound working knowledge of and refers clients to other community resources and agencies for services as appropriate;
- Promotes community organizations and services in the interest of children and adults and gives leadership in this area;
- Performs crisis intervention and counseling as needed;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of: current social, economic and health concerns; current literature and trends in the social work field; the federal Social Security Act; casework philosophy, methods and practices; human behavior including individual and group behavior; community resources; accurately understands and interprets laws and regulations; ability to effectively plan and organize work; ability to gather, document and report relevant facts accurately.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Ability to build rapport, communicate and interact professionally with diverse array of clients, relevant stakeholders, community resources and the public; ability to establish and maintain sound professional boundaries; excellent collaborative skills with an ability work independently and as part of a team.
- **Decision-making and Authority:** Collaborates with a diverse array of stakeholders and successfully advocates for clients; requires excellent critical thinking skills with demonstrated ability to make sound judgments and decisions; work is performed under general supervision; required to participate in all mandatory and other training opportunities.
- **Leadership:** Serves as a primary point of contact between assigned clients, community resources and a wide array of relevant stakeholders; gives or assists with individual and group educational and training programs and presentations.
- **Environment:** Typically works in an office setting; may be required to work in a wide array of job-related locations.
- **Physical:** Visual and hearing acuity sufficient to recognize engage in effective assessments, interviews, counseling, consultations, crisis interventions, discussions, trainings, meetings and other types of collaborations.

Minimum Education and Experience:

Education: Four (4) year baccalaureate degree in a relevant social science field in accordance with VA Code § 63.2-219;

Experience: One (1) years of relevant social work experience;

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

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various locations.
- Successful completion of all training requirements established pursuant to the VA 63.2-208. Standards for personnel.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.