

## Family Services Specialist II



### General Summary of Classification:

Provides professional case management services for children, adults and families in the foster care and/or adoption unit; exercises independent judgment and initiative and is thoroughly familiar 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;
- Based on comprehensive assessments, determines client needs, develops and implements appropriate service plans;
- Maintains in-depth knowledge of and refers clients to other community resources and agencies for services as appropriate;
- Interprets programs to other community agencies and groups and assists in community education programs and presentations;
- Performs crisis intervention and counseling as needed;
- Participates in court proceedings as needed;
- Recruits, conducts home studies and supervises foster homes and adoptive homes;
- Recruits, trains and monitors individual service providers such as companions, volunteers and day care attendants;
- Assists in training new staff or other department staff on new or changed policies and procedures
- Performs other duties as assigned.

### Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Considerable 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 independently; work is performed under general supervision.
- **Leadership:** Serves as a primary point of contact between assigned clients, community resources and a wide array of relevant stakeholders.
- **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:** Two (2) 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.