

Senior Family Services Specialist



General Summary of Classification:

Provides professional, intensive, specialized continuing case management services involving concentration in the areas of child and adult welfare; performs a broader scope of duties requiring routine utilization of greater professional knowledge and independent application of professional skill; 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.

- Assigned to a Case Management Unit based on specialized experience: Adult Protective Services, Child Protective Services, Foster Care, Adoption, Henrico Policy and Management Team (HMPT) or Henrico Policy and Management Team;
- Determines initial and continuing need and directs efforts, resources and services toward prevention and/or rehabilitation;
- Develops and implements treatment plans for clients experiencing abuse, neglect, substance abuse, mental health issues, stress, and/or lack of family support and provides counseling on an array of difficult problems;
- Participates in consultations and intensive casework services in cases involving complex situations;
- If assigned to the Foster Care Unit: assists in or selects foster homes and arranges for care and supervision of children;
- If assigned to the Adoption Unit: assists in or handles the more difficult adoption cases;
- Establishes and maintains accurate detailed case records and paperwork and prepares related reports;
- Maintains in-depth knowledge of and refers clients to other community resources and agencies for services as needed;
- Promotes community organizations and services in the interest of the client population;
- Interprets program formally in conferences with other agencies and makes presentations to the community and professional groups and associations;
- As needed, performs crisis intervention, participates in court proceedings, and/or testifies in court;
- May develop content and curricula for and lead client groups;
- May provide consultation, training and education to community groups and organizations;
- 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 the primary point of contact between assigned clients, community resources and a wide array of relevant stakeholders; may serve on a multi-disciplinary team; may function as a lead worker or as backup to the Casework Supervisor; may serve as a trainer or resource to social workers and other staff; may provide consultation, training and education to community groups and organizations; may supervise a special project or program.
- **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: Three (3) 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.