



## CLASS SPECIFICATION

Class Code: 6127  
Date Est: 06/1997  
Last Rev: 10/2013  
Last Title Chg:  
FLSA: Non-exempt  
Probation: 6 Months

### SENIOR HUMAN SERVICES SUPPORT SPECIALIST

#### **DEFINITION**

Under general supervision, provides support services directly to clients in the office, in a clinic setting, or in the field; provides a variety of clerical and other duties in support of a human services and indigent services programs; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Three years of experience providing direct client service in support of human and indigent services function; OR an equivalent combination of related education and experience. A degree from an accredited college or university in a human service field, such as Social Work, Home Economics, Child Development, or Psychology may substitute for up to one half of the required experience.

#### **LICENSE OR CERTIFICATE**

Certain positions may require certification as a Competent Professional Authority (CPA).

Possession of a valid driver's license required at time of appointment.

#### **DISTINGUISHING CHARACTERISTICS**

This class is the senior level of the class series and is distinguished from the Human Services Support Specialist II by performing more complex duties, having greater independence, having an assigned caseload, and having focus on providing direct assistance to human services and indigent clients. Certain positions allocated to this classification may require bilingual skills. Bilingual positions will be responsible for translating both orally and in writing.

#### **SUPERVISION EXERCISED**

None.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide educational materials and review content of materials with clients on parenting skills, nutrition and meal preparation, home management, money management, child development, breastfeeding, personal hygiene, and general health practices to promote the well-being of individuals, children and families.

Independently or in the presence of professional staff, monitor visits between children and parents and / or other relatives; observe and record interactions between family members; forward information to appropriate staff.

Transport clients to doctor appointments, counseling sessions, schools, community agencies, foster care placements and family visitations as required, in support of client needs and in accordance with case plans.

Identify high risk and emergency situations; make referrals to appropriate agency staff when neglect, abuse or failure to thrive is suspected; in accordance with established guidelines and confidentiality requirements, release client's information to other agencies as required.

Assist clients with completing a variety of forms and applications for various services; identify errors and discrepancies in information provided by patients and other agencies; verify data to resolve discrepancies.

Interview clients to obtain financial information, medical history, establish client needs, determine program eligibility, explain program regulations and procedures and identify potential eligibility for other community services in accordance with established guidelines and in compliance with case objectives established by professional staff.

Provide follow-up services to assigned caseload of clients to prevent the reactivation of the case.

May also perform a variety of clerical duties including, but not limited to, data entry to update case files, filing, answering phones, compiling data and submitting statistical reports; drafts and formats educational materials for distribution to clients.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**

Departmental policies and procedures.

Laws, rules, and regulations governing program.

Social service agencies and local community resources.

Computer software specific to the operation.

**Ability to:**

Make recommendation and decisions regarding a varied caseload.

**Entry Level** *(Applicants will be required to demonstrate these through written, oral, performance or other evaluation procedures.)*

**Knowledge of:**

Basic child development, parenting skills, and human behavior.

Modern office practices and procedures including telephone techniques, filing, scheduling appointments, preparation of correspondence, reports and forms, compiling data, and completion of statistical reports.

The operation of a personal computer and use of word processing software.

**Ability to:**

Communicate clearly, both orally and in writing.

Deal with individuals from diverse socio-economic backgrounds.

Deal with stressful situations and hostile clients.

Interpret and apply applicable laws, regulations and departmental policies.

Plan and organize a changing amount of work.

Establish and maintain effective working relationships with clients, staff and members of the community.

Maintain confidentiality of information encountered in the course of work.

Operate a personal computer and familiar with word processing software.

Control personal bias.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical abilities and work environment:*

Employment is contingent upon successful completion of a background check. A background check will be conducted on selected applicants through the State of Nevada and the Federal Bureau of Investigation (FBI).

Certain positions, requiring bilingual skills, will be required to provide translation services for Hispanic clients. Applicants for bilingual positions will be tested for proficiency in both oral and written Spanish.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*