



CLASS SPECIFICATION

Class Code: 60006129
Date Established: 06/1997
Last Reviewed: 04/2024
Last Revised: 04/2024
Last Title Change:
FLSA: non-exempt
Probation: 6 months

HUMAN SERVICES SUPPORT SPECIALIST II

DEFINITION

Under general supervision, provides direct support for a variety of human services programs to include case management support to clients in the office, clinic setting, or in the field for various County departments; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time experience performing a variety of duties in support of a human services function, which included providing direct client services; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

Certain positions may require certification as a Competent Professional Authority (CPA) within six months of appointment.

SUPERVISION EXERCISED

Exercises no direct supervision.

DISTINGUISHING CHARACTERISTICS

This is the journey level of the class series and is distinguished from the Human Services Support Specialist I by performing duties with greater independence and proficiency and having focus on providing direct assistance to clients. Certain positions allocated to this classification may require bilingual skills. Bilingual positions will provide services and translate both orally and in writing.

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

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.

Provide education to clients on proper nutrition, parenting skills, meal preparation, home management, money management, child development, breastfeeding, personal hygiene, and general health practices to promote the well-being of families.

Monitor visits between children and parents, and/or other relatives; observe and record interactions between family members; forward information to appropriate staff.

May 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.

Manage high risk and emergency situations; assist clients to understand and follow program standards and protocols; 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 clients and other agencies; verify data to resolve discrepancies.

May perform basic health screening including blood pressure, recording vital signs, finger sticks, measuring and recording client's height, weight, and hemoglobin for case history file.

Establish and maintain a network of community support for clients, provide referrals as appropriate, and monitor client progress through follow-up on short-term and long-term basis.

Manage a large volume of client appointments/cases with proficiency and independence.

Perform a variety of direct case management support functions to include, but not limited to, clerical duties such as data entry to update case files, filing, answering phones, compiling data and submitting statistical reports; drafts and formats educational materials for distribution to clients.

May recruit, select, train, and schedule volunteers; promote programs within the community and maintain all related documentation and records, depending on area of assignment.

May play a role in community outreach and promotion of program and/or agency.

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 assigned program.

Social service agencies and local community resources.

Computer software specific to the area of assignment.

Ability to:

Perform basic health screening (take blood pressure, finger sticks, record height, weight, and hemoglobin).

Testify in court proceedings based on the specific area of assignment.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Child development, parenting skills, nutrition, breastfeeding, human behavior, and characteristics associated with the aging process.

General mathematics required to compute eligibility.

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

Ability to:

Plan and organize workload to ensure schedules and deadlines are met; handle multiple tasks simultaneously and prioritize accordingly.

Observe and record events accurately and concisely including proficient writing skills enabling the preparation of quality reports.

Interact effectively with individuals from diverse socio-economic backgrounds.

Manage stressful situations effectively and interact professionally with hostile clients.

Interpret and apply applicable laws, regulations, and departmental policies.

Plan and organize work.

Operate a personal computer and use a variety of software.

Maintain confidentiality of information encountered in the course of work.

Manage personal bias in interactions and decision-making processes.

Communicate effectively, both orally and in writing.

Establish, foster, and maintain effective working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Certain positions, requiring bilingual skills, will need to provide translation services for non-English clients. Applicants for bilingual positions will be tested for proficiency in both oral and written skills in the language necessary to ensure the effective delivery of services to clients within the community, with the highest demand for Spanish translation. Alternative Sentencing positions require close contact with “at risk” population including handling of body fluids and exposure to common air borne diseases.

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use various office and medical/clinic equipment. Ability to work in the clinic, field, and other department specific environments. Based on area of assignment, incumbents may be required to travel to different sites and locations, work weekends, holidays, and alternate schedules.

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