HUMAN SERVICES SUPPORT SPECIALIST II

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 program; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of 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. A bachelor's degree from an accredited college or university in a human services 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).

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

SUPERVISION EXERCISED

None.

DISTINGUISHING CHARACTERISTICS

This class 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 having focus on providing direct assistance to clients. Certain positions allocated to this classification may require bilingual skills. Bilingual positions will be responsible for translating 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 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 families.

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, and release clients 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.

Perform basic health screening which included: blood pressure, recording vital signs, finger sticks, measuring and recording client's height, weight and hemoglobin for case history file.

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

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

**Knowledge of:**
- Basic child development, parenting skills, and human behavior.
- Basic mathematics required to compute eligibility.
- Modern office practices and procedures including telephone techniques, filing, scheduling appointments, preparation of correspondence, reports and forms, and 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 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.
- Ability to control personal bias.
SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

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.

Approved       WERCCS Job Evaluation Committee       Date       March, 2001