

HUMAN SERVICES SUPPORT SPECIALIST

FUNCTION OF THE JOB

Under supervision, performs para-professional work providing support and case management in a variety of human services programs to clients of all ages; performs other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Answers intake calls, evaluates needs, conducts home visits, and refers for professional or para-professional follow-up.
2. Communicates with clients, staff, and providers on a variety of case-related issues to resolve problems and provide and gather information.
3. Provides training to clients in household management and budgeting skills; manages client bank and checking accounts.
4. Teaches proper parenting skills to parents including effective discipline measures and assists in setting up support systems for parents.
5. Establishes and maintains list of community resources available for clients and directs clients to appropriate resources.
6. Works with professional staff to determine case plan for clients, implements plan, and observes and records client behavior.
7. Maintains and/or schedules appointments and calendars for a variety of upcoming case activities, follows through with required action, and tracks and monitors case activities to ensure completion.
8. Coordinates legal and financial functions.
9. Gathers and assesses case information and determines eligibility of clients for various state and federal grant and aid programs.
10. Coordinates and supports unit activity and program information such as Teen Court, Adult Protective Services, etc.
11. Determines amount of restitution and community service owed by juveniles, to whom it is owed, and who is responsible for payment; monitors, tracks and provides reports on payments and service.
12. Establishes and maintains complex electronic and paper files and records of forms, case histories, correspondence, financial verifications, and reports.
13. Compiles and enters a variety of data into various departmental computer programs and databases, and creates and interprets database reports
14. Serves as liaison for court and county departments for notices of hearings, court petitions, court orders and other documents.
15. Provides service of legal petitions.
16. Assists in representing the department in court and administrative hearings related to denial, change, or cancellation of services for a client; may testify in court at child welfare, adult protection, and restitution hearings.
17. Establishes and maintains effective working relationships with clients, staff, community agencies, insurance companies, courts, volunteers, law enforcement agencies, schools, and the general public.
18. Provides transportation for clients.
19. Prepares newsletters, brochures, bulletins, reports, correspondence, and other written materials.
20. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of Federal, State, and Local statutes, regulations, and codes pertaining to agency programs.
2. Considerable knowledge of agency programs and procedures.
3. Considerable knowledge of Federal, State, and County compliance standards and regulations and eligibility factors of need determination for financial and other forms of assistance.
4. Working knowledge of the principles of human growth and behavior.
5. Working knowledge of socio-economic conditions and their affect on clients.
6. Working knowledge of mathematical and budgeting methods and techniques.
7. Working knowledge of computerized department program software, internet access, and database, spreadsheet, and word processing programs.
8. Working knowledge of standard office equipment, including telephones, fax machines, keyboards, copiers, printers, scanners, shredders, and department/division specific equipment.
9. Working knowledge of community and government programs and resources.
10. Ability to interpret agency programs to clients, families, and the general public.
11. Ability to establish and maintain effective public and working relationships with clients, staff, families, community agencies, insurance companies, courts, volunteers, law enforcement agencies, schools, and the general public.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
13. Ability to accurately gather and record detailed observations, information, and facts.
14. Ability to understand and interpret federal, state, and local rules, regulations, statutes, codes, and programs relating to human services programs.
15. Ability to communicate effectively both orally and in writing.
16. Ability to organize and prioritize multiple work activities within required timelines.
17. Ability to prepare and maintain accurate and complete records and reports.
18. Ability to utilize word processing, database, and spreadsheet programs.
19. Ability to understand the individual and social security characteristics of agency clientele.

Training and Experience

1. High School Diploma or GED.
2. Two years of responsible work experience, preferably in human services, or two years of post high school education from a recognized college or university.
3. Valid Driver's License required except for work assignments in the Aging and Disability Resource Center.