



CLASS SPECIFICATION FOR:

Human Services Specialist III

General Statement of Duties:

Determines initial and continuing eligibility of economically disadvantaged individuals and families for various federal, state and local public assistance and benefit and services programs; completes interviews and assessments of clients to identify appropriate programs and assistance to aid in their effort to achieve a self-sufficiency; manages an assigned caseload of clients; does related work as required.

Distinguishing Features of Class:

This is the full proficiency professional-level classification. An incumbent in this classification performs tasks related to the initial and continuing determination of eligibility of individuals and families for financial assistance, medical assistance, and participation in other federal, state and local public assistance and services programs. The Human Services Specialist III explains the self-sufficiency philosophy to clients and reinforces personal responsibility objectives with an emphasis on the recipient's becoming independent. In addition, the incumbent evaluates other sources of income and assesses the potential employability of the client applying for assistance. On the basis of information secured through the application and interviewing processes, the incumbent screens and reviews applications for accuracy and completeness; reviews financial and non-financial criteria; reviews basic program requirements; reviews other program-specific requirements; identifies appropriate programs and services; determines eligibility; and recommends approval or denial of aid under the appropriate programs. The Human Services Specialist III carries a full caseload and must be thoroughly familiar with agency standards, policies, procedures and functions. Incumbent resolves a wide variety of inquiries and issues in accordance with established policies and procedures referring unusual or complex inquiries and situations to Supervisor or Senior Human Services Specialist. Work is performed independently and as part of a team under the general supervision of a Human Services Supervisor, and within the framework of established federal, state and local regulations.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Proficiently performs all the duties and responsibilities assigned to Human Services Specialist I and II as assigned;
- Manages assigned caseload with general supervision;
- Performs all the assigned eligibility and/or services duties independently and makes judgments and determinations following agency and program practices and procedures as well as all relevant mandated federal, state, or local laws and policies;
- Uses understanding of the client and their socioeconomic circumstances to encourage self-sufficiency and work participation and to identify appropriate available resources to support their clients' efforts;
- Determines eligibility for financial assistance and services programs and explains how the benefits were calculated and services were determined;
- Explains temporary nature of assistance and determines reason and need for assistance and communicates need for applicants and recipients to become self-sufficient and independent;
- Uses supportive counseling techniques to enhance and develop clients' problem-solving capabilities;
- Interprets policies and procedures applicable to the various programs and assists applicants in completing required forms, as necessary;
- Collects, verifies, enters and maintains the data required for determining eligibility of individuals and families for financial assistance, medical assistance, child care, adoption assistance, foster parent approval, as well as SNAP, TANF, or other programs involving financial eligibility or services determinations in the appropriate designated systems;
- Assesses clients' goals, strengths, and weakness and jointly explores alternative to welfare, to include determining employability status of applicants and identifying employment barriers and opportunities;
- Explores potential sources of income, and assesses resources needed to help individual and families move to financial independence;
- Observes clients' social situation and living environment through client contacts to determine if problems exist which indicate the need for social services and reports findings to supervisor;
- Ensures timely processing of applications to meet client needs and program policy mandates;
- Recommends public assistance (e.g., medical aid, financial assistance, and food coupons), to include amount to be granted, based on information secured, individual circumstances, and public assistance program requirements;



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- Accurately resolves a wide variety of inquiries and issues in accordance with established policies and procedures, referring unusual or complex inquiries and situations to Supervisor or Senior Human Services Specialist;
- Prepares case records and written recommendations pertaining to assigned cases;
- Maintains records, prepares reports and performs other necessary data management and reporting duties as required;
- Detects fraud cases and makes appropriate referrals to supervisor, and assists with fraud investigation activities;
- Maintains current knowledge of programs and eligibility requirements, financial and non-financial criteria, policies and guidelines as well as current forms, reports and other related documentation required for eligibility and services determinations;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Assists with sheltering as assigned;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Sound working knowledge of federal, state, and local laws governing public assistance, service programs, and welfare reform; sound understanding of basic human needs and of individual differences; sound working knowledge and understanding of social problems and effective approaches to working with clients in economic distress and in other disadvantaged situations; knowledge of cultural diversity and norms that can affect clients in economic distress and in other disadvantaged situations; knowledge of interviewing techniques and skill in interviewing and eliciting needed information from applicants and recipients; skill in using supportive counseling techniques to enhance and develop clients' problem-solving capabilities; ability to assess client needs through collection and analysis of employment history and pertinent personal, family and cultural information; ability to apply acquired knowledge of human behavior and social functioning; ability to maintain professional ethics related to confidentiality of client information; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully manage caseload and complete assigned tasks accurately and in accordance with applicable requirements and deadlines; ability to multi-task while maintaining the integrity of time sensitive and confidential documents; ability to make accurate mathematical computations and keep related records that meet generally accepted accounting principles; ability to read, and consistently comprehend, interpret, apply and communicate complex policies, regulations and requirements; ability to read, understand and interpret complex public assistance and services policies and regulations; ability to communicate and advocate the philosophy and principles of self-sufficiency and the particulars of Welfare Reform to clients and to the public; critical thinking and problem solving skills with the ability to appropriately solve a wide variety of questions and issues within established policies, guidelines, requirements and procedures; ability to collect, research, verify, enter and maintain electronic data and case records accurately in various systems; sound judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and produce easily understood reports and other materials; ability to systematically compile data and provide detailed program and related documentation and reports; good oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; ability to express self tactfully, clearly and positively, often in stressful situations; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with applicants and recipients, colleagues, department staff, other public and private agencies, the public and other relevant stakeholders; strong computer skills with ability to use computer and typical business software, proprietary software and applications for data management and reporting; personal accountability including teamwork and establishing and maintaining positive relationships with the public and colleagues; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County with customers and other stakeholders. May require the ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Four (4) year degree in a relevant human services field of study;

Experience: Two (2) years of relevant work experience in human services programs;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations.