



CLASS SPECIFICATION FOR:

Human Services Specialist II

General Statement of Duties:

Performs a variety of specialized complex technical, administrative and customer service support functions related to the determination of eligibility of economically disadvantaged individuals and families for various federal, state and local public assistance and benefits programs; assists applicants with the preparation of forms; collects, verifies, enters and manages the data required to make eligibility determinations; screens and reviews applications; does related work as required.

Distinguishing Features of Class:

This is the second level paraprofessional classification. An incumbent in this classification performs a variety of routine and more complex technical, administrative and customer service support functions related to collecting, entering and maintaining the data required for determining eligibility of economically disadvantaged individuals and families for financial assistance, medical assistance, child care, adoption assistance, as well as other programs involving financial eligibility. Screens and reviews applications required to determine eligibility for accuracy and completeness and makes routine eligibility determinations for final approval by Supervisor or Senior Human Services Specialist. Resolves routine inquiries and issues in accordance with established policies and procedures. Refers unusual or complex inquiries and situations to Supervisor or Senior Human Services Specialist. Work is performed independently and as part of a team.

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;
- Collects, verifies, enters and maintains the data required for determining eligibility of individuals and families for financial assistance, medical assistance, child care, adoption assistance, as well as energy assistance, SNAP, TANF, or other programs involving financial eligibility in the appropriate designated systems;
- Makes routine eligibility and services determinations as assigned and explains how approved benefits were calculated and services determined as needed;
- 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;
- Coordinates with child care providers and communicate policies related to payment and reporting;
- 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;
- Provides technical assistance and guidance to applicants and recipients;
- Provides information on policies, procedures, services and application requirements to other employees, child care vendors, agencies and the public;
- Explains fundamental policy applications and assists applicants and recipients in completing required forms;
- Explains temporary nature of assistance, determines reason and need for assistance, and communicates need for applicants and recipients to become self-sufficient and independent;
- Receives, processes and/or makes adjustments to bills or invoices;
- Assists with fraud investigation activities by providing case files and necessary information;
- Creates reports listing approved DSS child care vendors by licensing status, county or zip code;
- Prepares and maintains a variety of reports from various sources and systems as assigned;
- Maintains sound current working 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 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:

Requires sound understanding of human needs and of individual differences; sound working knowledge of interviewing techniques and sound skills in interviewing and eliciting needed information from applicants and recipients; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned



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tasks accurately and in accordance with applicable requirements and deadlines; ability to multi-task while maintaining the integrity of time sensitive documents, many of which must meet generally accepted accounting standards; ability to make accurate mathematical computations; sound working knowledge of federal, state, and local laws governing public assistance, service programs, and welfare reform; ability to read, and consistently comprehend, accurately interpret, apply and communicate complex policies, regulations and requirements; ability to read, understand and accurately interpret complex public assistance and service program policies and regulations; sound working knowledge and understanding of social problems and effective approaches to working with clients in economic distress and in other disadvantaged situations; 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 variety of routine questions and issues within established policies, guidelines, requirements and procedures; ability to collect, research, verify, enter and maintain data accurately in various systems inherent to assigned duties; ability to maintain professional ethics related to confidentiality of client information; 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, 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: Graduation from high school or GED; prefer completion of relevant college coursework or degree;

Experience: Four (4) years of relevant administrative work, including customer service experience; including one (1) year of relevant work experience in an human services or related work environment;

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.