

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3223

TITLE: HUMAN SERVICE WORKER V

GRADE: S-27

DEFINITION:

Under direction, manages the activities of a site office to ensure that supportive services (i.e., public assistance and self-sufficiency) are provided to economically disadvantaged clients; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This class is utilized for positions managing public assistance and self-sufficiency programs in a site office.

ILLUSTRATIVE DUTIES:

Assists staff in achieving performance expectations through training, timely feedback, program improvement, and mentoring;

Ensures staff and contract workforce development providers are working well together in delivering supportive services to clients;

Monitors performance and participates in the evaluation of contract workforce development providers;

In collaboration with other agency staff, analyzes data on outcomes and prepares program evaluations;

Participates in the development and implementation of consistent policies, procedures, and systems to provide for an effectively managed program;

Establishes and maintains an effective liaison with community and County resources that impact the delivery of supportive services;

Conducts public presentations and seminars related to programs and services;

Supervises a team of program supervisors;

Monitors performance and outcomes of staff against goals and objectives of the program;

Conducts regular individual conferences with line supervisors to discuss problems and monitor progress.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of federal, state, and local laws governing public assistance and welfare reform;

Knowledge of social, economic, health, and cultural factors which can serve as barriers to employment;

Knowledge of human behavior;

Ability to plan, coordinate, manage, and evaluate human service programs;

Ability to recognize and implement best practice approaches to service delivery;

Ability to make decisions and solve administrative and professional problems arising in the unit's operation;

Ability to provide ongoing, timely, and constructive feedback to staff regarding performance and progress toward accomplishment of goals;

Ability to develop, recommend, and implement program policies and procedures;

Ability to establish, model, and maintain effective working relationships with clients, co-workers, contracted personnel, community groups, and the general public;

Ability to make public presentations;

Ability to communicate effectively, both orally and in writing.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to graduation from an accredited college or university with a bachelor's degree in psychology, sociology, human resources, education, or a related field; PLUS four years of professional human services experience (e.g., in public assistance programs, employment counseling, job skills training, or a related field), INCLUDING one year experience in a supervisory role.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: April 27, 1998