

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3225 **TITLE:** HUMAN SERVICE WORKER III **GRADE:** S-22

DEFINITION:

Under general supervision, performs complex needs assessments and conducts in-depth interviews of clients to determine eligibility for financial, publicly supported medical services and/or medical public assistance programs; advocates for and assists families and individuals in obtaining services; serves as a resource to clients and staff for interpretation of complex policies in one or more program areas; works in a team environment with other public and private service providers to coordinate and manage clients' participation in a variety of services; performs employability assessments for economically disadvantaged clients to aid in their effort to secure employment and achieve a self-supporting lifestyle; provides guidance and support to employers and clients while operating an employment resource center; provides assistance to the supervisor with training, coaching, and reviewing the work of less experienced human service workers; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Human Service Worker III is distinguished from the Human Service Worker II in that the Human Service Worker III performs more complex needs assessment and eligibility determinations; assists the supervisor with duties such as training, coaching, customer service, reviewing the work of and providing guidance to less experienced staff; serves as a resource in one or more program areas for clients and other human service workers; and operates employment resource centers.

The Human Service Worker III is distinguished from the Human Service Worker IV in that the Human Service Worker IV serves in a supervisory role, managing the work of a group of human service workers.

ILLUSTRATIVE DUTIES:

Maintains knowledge of current public assistance and employment policies and applies, explains and interprets complex Federal, State, and local policies to clients, service providers, attorneys, the public, and other interested parties;
Conducts in-depth interviews of clients to determine and reassess eligibility of clients for financial, publicly supported medical services and/or medical public assistance programs;
Performs client needs assessment to aid in making appropriate referrals to other services;
Works with clients to assist with gathering of information necessary to establish eligibility;
Compiles and maintains data and documents and may prepare written narratives to support eligibility determinations;
Ensures timely processing of applications to meet client needs and program policy mandates;
Authorizes public assistance (e.g., medical aid, financial assistance, food stamps) based on client circumstances and public assistance program requirements;

Uses various forms of automated technology to document, obtain, and verify information, to generate reports, and to authorize benefits and services for clients, service providers, attorneys, the public, and other interested parties;

Assists clients in obtaining the resources necessary to meet emergency needs;

Assists clients in obtaining services and coordinates these with other service providers as needed;

Coordinates and manages clients' participation in a variety of services;

Participates in case staffings with other County staff or community organizations to assess and address needs of clients;

Prepares appeal documents and may represent the agency in administrative appeals filed by clients;

Provides guidance and assistance to employers and clients in the operation of an employment resource center;

Performs employability assessment of economically disadvantaged clients to develop a plan of service to aid them in securing employment;

Works with clients to identify and address barriers to employment;

Provides career counseling;

Assists job seekers with job search and resume development;

Participates in curriculum development, facilitates workshops, and works with businesses and workforce partners in response to customer needs;

Plans and participates in orientations and workforce related workshops;

Identifies, recruits and develops job opportunities with employers to place program participants including job sites for community work experience and on-the-job training;

Tracks, monitors, and reports on employment resource center resources, job leads and employment databases;

Develops marketing and presentation materials for the business community, the public and other human service providers;

Researches available grants and determines feasibility of acquisition of funds and appropriate projects for funding;

Assists with writing grant applications and proposals for funding;

Prepares required reports on federal, state and local grant performance outcomes;

Oversees and coordinates a program or project.

Assists the supervisor with duties that may include training, coaching, and reviewing the work of less experienced staff;

Serves as policy expert in one or more program areas, providing guidance, direction, and information to other staff;

Assist in the development of service strategies;

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of basic human behavior and social problems;

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

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

Ability to read, interpret and apply complex program policies and procedures;

Ability to communicate effectively, both orally and in writing;

Ability to make mathematical computations;

Ability to schedule and manage workload sufficient to meet deadlines;
Ability to use automated technology to establish and maintain case records;
Ability to handle multiple deadlines, computer systems, high volume of client contact, high caseloads, and competing priorities;
Ability to establish and maintain effective working relationships with clients, co-workers and other human service providers;
Ability to work effectively with people under stress and those from various socio-economic and cultural backgrounds;
Ability to maintain professional ethics related to confidentiality of client information;
Ability to provide excellent customer service;
Ability to work in a team environment;
Ability to maintain flexibility.
Ability to manage a complex caseload;
Ability to assess client needs through collection and analysis of employment history and other personal, family and cultural information;
Ability to use supportive counseling techniques to enhance and develop clients' problem-solving capabilities;
Ability to identify clients in crisis and intervene to stabilize the situation;
Ability to identify client issues needing referral to other human service providers (e.g., substance abuse, spousal abuse);
Ability to lead and coach other professional level staff;
Ability to develop and present training programs;
Ability to conduct research to identify grant opportunities.
Ability to develop presentations using automated technology;

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to graduation from an accredited four-year college or university with a bachelor's degree plus two years of human services or related professional work experience.

CERTIFICATES AND LICENSES REQUIRED:

State and/or local workforce competencies certification may be required for some positions.

NECESSARY SPECIAL REQUIREMENTS:

New County employees must satisfactorily complete a criminal background check and a check of the Child Protective Services Registry.

Some positions may require a driver's license or ability to efficiently access other means of transportation in order to work with clients and community service providers outside the office.

Some positions may require oral and written bilingual competency in English and a target or preferred second language.

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