

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3226 **TITLE:** HUMAN SERVICE WORKER II **GRADE:** S-19

DEFINITION:

Under general supervision, works independently at full performance level to perform needs assessments and conduct 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 (e.g., mental health, mental retardation, alcohol and drug, housing referrals, financial assistance, skills training, medical services); applies, explains and interprets federal, state, and local policies to clients, service providers, attorneys, the public, and other interested parties; works in a team environment with other public and private service providers to coordinate and manage clients' participation in a variety of services; determines clients employment needs in order to develop a plan of service to move clients towards self-sufficiency; assists with the operation of an employment resource center; and performs other work as required.

DISTINGUISHING CHARACTERISTIC OF THE CLASS:

This is the full performance level for Human Service Workers. The Human Service Worker II and the Human Service Worker I perform very similar work; however the Human Service Worker I class is reserved for those who are less experienced or perform fewer aspects of the full range of services.

The Human Service Worker II is distinguished from the Human Service Worker III in that the Human Service Worker III assists the supervisor with duties such as training, coaching, customer service, reviewing the work of and providing guidance to less experienced staff; serves as an expert within one or more program areas, and runs an employment resource center while the Human Service Worker II determines initial and continuing eligibility of clients for financial or medical public assistance programs.

ILLUSTRATIVE DUTIES:

Maintains knowledge of current public assistance and employment policies and applies, explains and interprets 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 assessments to aid in making appropriate referrals to other services;
Works with clients to assist with gathering the information required 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; 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;

Determines client's employment needs in order to develop a plan of service to move them towards self-sufficiency;

Provides career counseling.

Assists job seekers with job search and resume development;

Assists workforce development staff in the operation of employment programs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of basic human behavior and social problems;

Knowledge of complex federal, state and local laws 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, organize 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.

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 one year of 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.

REVISED: April 27, 2007
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