

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 3227    **TITLE:** HUMAN SERVICE WORKER I    **GRADE:** S-18

**DEFINITION:**

Under close supervision, performs entry-level 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; assists with the operation of an employment resource center; and performs other work as required.

**DISTINGUISHING CHARACTERISTIC OF THE CLASS:**

This is the entry level of the class series. This class differs from the Human Service Worker II job class in that the Human Service Worker I works under close supervision at entry level while the Human Service Worker II works more independently at full performance level.

**ILLUSTRATIVE DUITES:**

Learns, 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 in order to make appropriate referrals and connections 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 automated technology to document, obtain and verify information to generate reports and authorize benefits and services for clients;  
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;  
Assists with operation of an employment resource center

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of basic human behavior and social problems;  
Ability to read, interpret and apply program policies and procedures;  
Ability to understand and apply federal, state and local laws governing public assistance and welfare reform;  
Ability to communicate effectively, both orally and in writing;  
Ability to make mathematical computations;  
Ability to schedule, organize and manage workload sufficiently 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.

**EMPLOYMENT STANDARDS:**

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

**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  
ESTABLISHED:            April 27, 1998