



Human Services Specialist II

Salary Group: B12

Class Code: 5701

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
HUMAN SERVICES SPECIALIST I	5700	B11	\$32,332 - \$47,355
HUMAN SERVICES SPECIALIST II	5701	B12	\$33,840 - \$49,798
HUMAN SERVICES SPECIALIST III	5702	B13	\$35,439 - \$52,388
HUMAN SERVICES SPECIALIST IV	5703	B14	\$37,144 - \$55,134
HUMAN SERVICES SPECIALIST V	5704	B15	\$38,976 - \$58,045
HUMAN SERVICES SPECIALIST VI	5705	B16	\$40,918 - \$61,130
HUMAN SERVICES SPECIALIST VII	5706	B17	\$42,976 - \$64,469

GENERAL DESCRIPTION

Performs routine (journey-level) social service or case management work. Work involves collecting, preparing, and reviewing cases to facilitate access to medical, educational, social, and other services; and providing intervention and frequent contact with individuals, facilities, and service providers. May provide guidance to others. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Provides casework services for adults or children with physical, mental, emotional, and social problems.

Provides institution or clinic orientation to clients or their families, and instructs clients in the proper use of services.

Interviews clients, their families and friends, or authorized representatives to collect information necessary to determine program eligibility or to obtain social and developmental history and status.

Certifies service eligibility, computes benefit amounts, and determines certification period lengths.

Explains program benefits, requirements, rights of appeal, and fair hearings to clients and their families.

Prepares clients and their families for furloughs and hospital discharge.

Monitors clients' case status and communicates status to their families and relevant service providers.

Assists in conducting life needs assessments and participates in developing client support plans.

May assist psychiatrists, physicians, and other medical professionals in the rehabilitation of patients.

May provide guidance to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in human services work. Graduation from an accredited four-year college or university with major coursework in human services, social science, business, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of community and government service delivery systems and case management delivery systems; case guidelines, regulations, and policies; interviewing techniques; mental illness and the emotional components of physical illness; rehabilitation methods; individual needs associated with disabilities; and community welfare resources.

Skill in interviewing, and in conducting individual needs assessments.

Ability to convey instructions and explanations to clients and interested parties, to negotiate available services, and to provide guidance to others.