Family Services Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
FAMILY SERVICES SPECIALIST I	5010	B21	$54,278 - $87,046
FAMILY SERVICES SPECIALIST II	5011	B22	$57,614 - $93,138

GENERAL DESCRIPTION

Performs consultative services and technical assistance work involving planning, developing, and implementing an agency program and providing consultative services and technical assistance to program staff, governmental agencies, community organizations, or the general public.

EXAMPLES OF WORK PERFORMED

Participates in planning, developing, and implementing agency programs and action plans to initiate new programs or improve current services.

Recommends improvements in services to regional management and advisory and steering committees.

Conducts surveys, inspections, or reviews to determine compliance with certification requirements, laws, regulations, policies, and procedures.

Analyzes operations and problems and prepares reports of findings and recommendations.

Prepares and evaluates administrative reports, studies, and specialized research projects.

Provides consultative services and technical assistance to plan, implement, and monitor effective programs and services.

Reviews and evaluates information on service delivery system methods, outputs, and activities to identify gaps in resources and recommend improvements.

Works with program staff to identify trends and resolve technical problems.

Works with and speaks to community and professional groups to coordinate, improve, and stimulate interest in the program and to secure support for local programs.

Serves as the meeting facilitator to lead participants in creating an appropriate action plan, utilizing mediation and facilitation skills.

Ensures plans developed by clients address the areas of services provided through available community resources.

Participates in the review and evaluation of community services to identify issues and trends resulting from the clients' use of those services.

Collects regional data associated with projects to monitor performance outcomes and effectiveness.

May supervise the work of others.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level II may also perform work listed within the previous level.

Note: *Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

FAMILY SERVICES SPECIALIST I: Performs advanced (senior-level) consultative services and technical assistance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

FAMILY SERVICES SPECIALIST II: Performs highly advanced (senior-level) consultative services and technical assistance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Train and instruct region or district staff and community stakeholders, and monitor region or district staff procedures to ensure that the program goals are realized.
- Develop, review, and evaluate policy and procedure manuals.
- Participate in the development and implementation of regional policies, procedures, and protocols for agency programs or initiatives, and subsequent expansion and replication, in close coordination with other agency liaison.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of local, state, and federal laws related to the program area; public administration and management techniques; statistical analysis; and program planning and implementation.

- Ability to gather, assemble, correlate, and analyze facts; to develop and evaluate policies and procedures; to prepare reports; to communicate effectively; and to supervise the work of others.