



Human Services Technician

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
HUMAN SERVICES TECHNICIAN I	5505	A11	\$32,332 - \$47,355
HUMAN SERVICES TECHNICIAN II	5506	A13	\$35,439 - \$52,388

GENERAL DESCRIPTION

Performs human services support work involving providing information to clients or assisting staff in the delivery of social services.

EXAMPLES OF WORK PERFORMED

Provides information to clients and authorized entities regarding the status of services.

Provides information to potential clients about agency programs and services.

Completes case reports and forms to monitor and document client services provided.

Verifies quality of services with clients and assists with adjustments.

Prepares reports on monitored services.

Distributes published materials outlining eligibility requirements.

Maintains case files and records.

Obtains and verifies case data from external sources.

Supports the delivery of casework services for adults or children with physical, mental, emotional, or social problems.

Supports potential clients in completing applications for services.

Monitors clients in a structured setting.

Transports clients to and from appointments.

Obtains and verifies case data from external sources.

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 the journey and senior levels include the degree of independence in performing the work; the scope, type, and complexity of the work; and the employee's related experience, education, and certifications.*

HUMAN SERVICES TECHNICIAN I: Performs complex (journey level) human services support work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also occasionally assist other staff in performing job duties of greater complexity.

HUMAN SERVICES TECHNICIAN II: Performs highly complex (senior-level) human services support work. Works under moderate supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate applicant interviews used to determine initial or continued eligibility for social services programs.
- Certify service eligibility, compute amount of benefits, and determine length of certification period.
- Explain program benefits, requirements, and procedures to clients and their families.
- Document and report on client behavior and needs for development of service plans.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in social services work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of the needs, problems, and community environments of persons with disabilities; community and government service delivery systems; case management systems; and community welfare resources.
- Skill in conducting individual needs assessments and in the use of a computer and applicable software.
- Ability to negotiate services and to communicate effectively.

REGISTRATION, CERTIFICATION, OR LICENSURE

May require a valid driver's license.