Human Services Specialist

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 social service or case management work involving 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.

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.

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 VII may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between the entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others performing work of greater complexity.*

HUMAN SERVICES SPECIALIST I: Performs entry-level social service or case management work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited or no experience and spend the majority of their time performing simple to routine work following standard procedures.

HUMAN SERVICES SPECIALIST II: Performs routine (journey-level) social service or case management 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, occasionally assist other staff in performing work of greater complexity, and may:

- Assist psychiatrists, physicians, and other medical professionals in the rehabilitation of patients

HUMAN SERVICES SPECIALIST III: Performs moderately complex (journey-level) social service or case management work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Conduct life needs assessments and participate in developing client support plans.

HUMAN SERVICES SPECIALIST IV: Performs complex (journey-level) social service or case management work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may provide technical assistance and guidance to others regarding casework.

***Note:** A senior-level employee (levels V-VII) may serve in a lead or supervisor role; however, typically, supervisory responsibilities within this job classification series will be found at level VI or VII, depending on the structure and size of the supervised workgroup.*

Senior-level employees may perform the full range of work identified in the levels preceding their own, and/or may coordinate and/or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; and the nature, complexity, and impact of the work performed.

HUMAN SERVICES SPECIALIST V: Performs highly complex (senior-level) social service or case management work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Provide training, consultation, and technical assistance to staff, program contractors, and program providers.
- Attend board and community meetings, serve on committees, and speak to community groups to explain programs.

HUMAN SERVICES SPECIALIST VI: Performs advanced and/or supervisory (senior-level) social service or case management work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Conduct program analysis and research, assess service needs, formulate program plans, and oversee the preparation and justification of budget estimates.

HUMAN SERVICES SPECIALIST VII: Performs highly advanced and/or supervisory (senior-level) social service or case management work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Participate in unit administration and program development and develop internal policies and procedures.
- Identify deficiencies in treatment plans to solve specific problems.
- Testify in court as an authority on human service-related issues.
- Assist psychiatrists, physicians, and other medical professionals in planning patient rehabilitation programs.

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 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, and to negotiate available services.

Additional for Human Services Specialist V – VII levels

- Knowledge of state and federal laws.

- Ability to interpret standards and policies, to assess compliance, to apply childcare principles, to determine the appropriate placement of children, and to supervise the work of others.