



# Family Services Specialist I

Salary Group: B20  
Class Code: 5010

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
FAMILY SERVICES SPECIALIST I	5010	B20	\$51,158 - \$81,351
FAMILY SERVICES SPECIALIST II	5011	B21	\$54,278 - \$87,046

## GENERAL DESCRIPTION

Performs advanced (senior-level) consultative services and technical assistance work. Work involves 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. May supervise the work of others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## 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.

Studies and 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 in order to identify gaps in resources and recommend improvements.

Works with program staff in determining trends and resolving 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 addresses the areas of services provided through available community services.

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

Assists in analyzing the applications and variations of programs to develop an action plan for improving or initiating new programs.

Assists the agency in the collection of regional data associated with projects to monitor performance outcomes and effectiveness.

May develop policy and procedures manuals.

May supervise the work of others.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in social work or related field. Graduation from an accredited four-year college or university with major coursework in social work, counseling, psychology, criminal justice, gerontology, early childhood education, elementary or secondary education, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

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.