



# Family Services Specialist II

Salary Group: B20

Class Code: 5011

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
FAMILY SERVICES SPECIALIST I	5010	B19	\$42,244 - \$68,960
<b>FAMILY SERVICES SPECIALIST II</b>	<b>5011</b>	<b>B20</b>	<b>\$45,158 - \$73,788</b>

## GENERAL DESCRIPTION

Performs highly advanced (senior-level) consultative services and technical assistance work. Work involves planning, developing, and implementing a major 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 minimal supervision, with extensive latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Plans, develops, and implements agency programs and action plans to initiate new programs or improve current services.

Oversees and/or evaluates administrative reports, studies, and specialized research projects.

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

Studies and analyzes operations and problems, and prepares and/or reviews reports of findings and recommendations.

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 community and professional groups to coordinate, improve, and strengthen knowledge between agency and external stakeholders; and to stimulate interest in the program and secure support for local programs.

Works with program staff in determining trends and resolving technical problems.

Trains and informs region or district staff and community stakeholders, and monitors region or district staff procedures to ensure the program goals are realized.

Develops, evaluates, and reviews policy and procedure manuals.

Assists 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.

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; of public administration and management techniques; of statistical analysis; and of 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.