# Human Services Technician II

**Salary Group: A10**

**Class Code: 5504**

| CLASS TITLE | CLASS CODE | SALARY GROUP | SALARY RANGE |
|---|---|---|---|
| HUMAN SERVICES TECHNICIAN I | 5503 | A08 | $25,705 - $36,229 |
| **HUMAN SERVICES TECHNICIAN II** | **5504** | **A10** | **$27,910 - $39,571** |
| HUMAN SERVICES TECHNICIAN III | 5505 | A11 | $29,332 - $44,355 |
| HUMAN SERVICES TECHNICIAN IV | 5506 | A13 | $32,439 - $49,388 |

## GENERAL DESCRIPTION

Performs complex (journey-level) human services support work. Work involves providing information to clients or assisting staff in the delivery of social services. Works under close supervision, with limited latitude for the use of initiative and independent judgment.

## 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.

Obtains and verifies case data from external sources.

Distributes published materials outlining eligibility requirements.

Maintains case files and records.

Assists potential clients in completing applications for services.

Assists in providing casework services for adults or children with physical, mental, emotional, or social problems.

Assists in explaining program benefits, requirements, and procedures to clients and their families.

May certify service eligibility, compute amount of benefits, and determine the length of certification period.

May monitor clients in a structured setting.

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May transport clients to and from appointments.

Performs related work as assigned.

## 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

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.