



# Human Services Technician III

Salary Group: A10

Class Code: 5505

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
HUMAN SERVICES TECHNICIAN I	5503	A07	\$21,681 - \$31,677
HUMAN SERVICES TECHNICIAN II	5504	A09	\$23,781 - \$34,859
<b>HUMAN SERVICES TECHNICIAN III</b>	<b>5505</b>	<b>A10</b>	<b>\$24,910 - \$36,571</b>
HUMAN SERVICES TECHNICIAN IV	5506	A12	\$27,840 - \$43,798

## GENERAL DESCRIPTION

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

## EXAMPLES OF WORK PERFORMED

Reviews information provided to clients and authorized entities regarding status of services.

Reviews information provided to potential clients about agency programs and services.

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

Verifies and evaluates quality of services with clients and assists with adjustments.

Prepares and reviews reports on monitored services.

Coordinates with external sources to obtain and verify case data.

Maintains and reviews case files and records.

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 interview applicants and determine initial or continued eligibility for social services programs.

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; of community and government service delivery systems; of case management systems; and of 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.