



Human Services Technician IV

Salary Group: A12

Class Code: 5506

<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
HUMAN SERVICES TECHNICIAN III	5505	A10	\$24,910 - \$36,571
HUMAN SERVICES TECHNICIAN IV	5506	A12	\$27,840 - \$43,798

GENERAL DESCRIPTION

Performs advanced (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 moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates applicant interviews used to determine initial or continued eligibility for social services programs.

Coordinates with external sources to obtain, verify, and analyze case data.

Observes and reports on client behavior and needs for development of service plans.

Explains programs benefits, requirements, and procedures to clients and their families.

Certifies service eligibility, computes amount of benefits, and determines length of certification period.

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

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

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

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

Prepares and reviews reports on monitored services.

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

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.