

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV16657
Job Class Code:	770	Salary Schedule:	ASRRHMSVC
EEO Category:	05	Grade:	12
Workers Comp Code:	8832		

Job Code Established:	01/01/01	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Public and Social Services Series

CLASS TITLE: HUMAN SERVICES WORKER II

HRIS TITLE: HUM/S WORKER II

CHARACTERISTICS OF THE CLASS: Under immediate-to-general supervision, performs a variety of helping tasks in direct contact with families, children and adults, and with representatives of community resource agencies, courts, providers of services and institutions, in support of a program of social service; and performs related work as required.

This class is distinguished from the Human Service Worker I by the greater independence and authority with which work is performed, the generally more difficult and complex tasks carried out, and the higher levels of knowledge and skills applied. It is distinguished from the Human Service Specialist I by the generally higher levels of authority, responsibility, knowledge and skills required of the Human Service Specialist I, and the fact that the Human Service Specialist I has authority to make final case recommendations in specified program areas.

EXAMPLES OF DUTIES: Makes initial determination of financial eligibility for agency social services; refers applicants and clients to appropriate community resources; visits homes of natural, adoptive or foster families to monitor home situations on an ongoing basis; makes arrangements and appointments for clients; arranges for assistance or support to service providers, within established guidelines; escorts and transports foster children in visits to their natural parents, and supervises the visits; confers with representatives of courts and court services, community resource agencies, schools, institutions and allied social service agencies; attends court hearings and testifies when required; assists families of children in foster care or families of children with developmental disabilities in such matters as child care, budgeting and nutrition; interacts with children and adults in the client group; participates in arranging for placement of adults in long-term care facilities; collects and evaluates information; attends staff meetings and training sessions; writes reports.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: current state, federal and local laws governing placement, custody and treatment of children and adults; resources available in the community that may be utilized on behalf of applicants or clients; the policies, procedures and practices of courts with regard to cases involving custody and placement of children or adults; the policies, procedures and practices of the agency and the program in which employed; some knowledge of common human needs, human growth, personality and behavior; some knowledge of the developmental and behavioral problems of children, their causes, symptoms and treatment, effects and problems of foster care; social, intellectual and behavioral problems of developmentally disabled children and adults, effects on their families and special problems of foster care; cultural, environmental and community influences on behavior and development of individuals in specified client groups.

Skill in: interviewing, eliciting and gathering information; listening and providing supportive attention to persons in the client group; managing own time and other resources and in organizing work; oral and written communication; interpersonal relations as applied to contacts with client families, children and adults and with representatives of courts and various other agencies in the community.