

STATE OF ARIZONA JOB CODE SPECIFICATION

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| FLSA: | NEXP | Job Code: | ACV78712 |
| Job Class Code: | 770 | Salary Schedule: | ASRRHMSVC |
| EEO Category: | 02 | Grade: | 17 |
| Workers Comp Code: | 8832 | | |

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| Job Code Established: | 02/04/81 | Effective Date: | |
| Job Code Revised: | 10/01/98 | Effective Date: | |

JOB CODE SERIES: Social Work Series

JOB CODE TITLE: HUMAN SERVICE SPECIALIST II

HRIS TITLE: HUM/S SPCT II

CHARACTERISTICS OF THE CLASS: Under general supervision, performs a variety of tasks in case management and in provision of direct and indirect assistance to families, children and adults in programs of social service; and performs related work as required.

This class is distinguished from the Human Service Specialist I by its greater emphasis on case management and its greater focus on protective services, as well as its higher general level of responsibility, authority, knowledge and skills required. It is distinguished from the Human Service Specialist III class by the concentration of especially difficult and complex cases in positions within the Human Service Specialist III class, and the temporary, acting or occasional responsibility for supervision of other employees that may be required in that class.

EXAMPLES OF DUTIES: Receives cases accepted for protective service of children, adults or developmentally disabled persons, assesses needs, conducting a comprehensive assessment of client needs and level of functioning; establishes case plan, schedule and timetable for provision of services; monitors progress of ongoing cases, visits homes, confers with and counsels natural, adoptive or foster parents, or guardians, conservators or representatives of provider agencies; identifies services to be provided and establishes ongoing relationships with provider agencies; conducts and participates in interdisciplinary team meetings; effects termination of services when case objectives have been attained; performs a variety of tasks to provide a full range of program intake, case management and regulatory services in an assigned rural area; interprets and implements the legal responsibilities of the agency according to law in such matters as dependency petitions and termination of parental rights; counsels and interacts with client families, children and adults, applying supportive and change-directed techniques as indicated; makes evaluations of adoptive and foster homes and makes decisions on licensing and certification of such homes; refers client families, children and adults to special community resource agencies, as indicated by circumstances; makes recommendations bearing on the need for removal of children or adults from residences and for provision of supportive or emergency services attends meetings and training sessions; writes and dictates case notes, histories, narratives and collateral materials.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: the policies, procedures and practices of the agency and the program in which employed; common human needs growth, personality and behavior, and sources of family conflict; current State, Federal and local laws governing placement, custody and treatment of

children and adults; available community resources that may be utilized on behalf of applicants or clients; the developmental and behavioral problems of children, their causes, symptoms and treatment; effects and problems of foster care; the special problems and behavior of developmentally disabled children and adults and of adults of advanced years; policies, procedures and practices of courts with regard to cases involving custody and placement of children and adults; cultural, environmental and community influences on behavior and development of individual in specified client groups.

Skill/Ability to: manage cases; establish and maintain controls over case plans, schedules, timetables, priorities and agenda; elicit information and gain insights into clients and families through the interview process; counsel and interact with families, children and adults in the context of the program; diagnose case problems; assess needs and evaluate the usefulness or suitability of resources; apply the principles and practices of work management, organization of time and other resources; communicate verbally and in writing; establish and maintain work relationships with client families, children and adults and representatives of courts and various community agencies.