# Human Services (Professional)

| Job Code | Job Title | Pay Grade |
|---|---|---|
| 8161D1 | Human Services Specialist | 26 |
| 8162D2 | Human Services Consultant | 27 |
| 8164D2 | Human Services Supervisor | 31 |

**CONCEPT:**
This is professional human services work assisting individual's in accessing a variety of social services.

**TASKS:**
HS Specialist

- Interviews clients and/or collateral contacts to gather information; to negotiate and achieve an agreed order for paternity establishment and for child and/or medical support; to secure medical and work history information; determine need and eligibility for human services; verify information and investigate discrepancies.
- Conducts client assessment to identify barriers to employment including work habits, lack of job search skills, lack of work skills and lack of supporting services such as transportation or child care; needs for services; determine potential collections and barriers.
- Develops employment and training plans for clients which address their social, family and vocational needs by making appropriate referrals for community and state agency services and by counseling the client to identify and address other barriers.
- Documents eligibility decisions and retains copies of client information, financial, psychological, medical, vocational and court records in order to provide accountability for the expenditure of state and federal funds by recording information in case logs and client files.
- Completes reports and forms for documentation of decisions, actions taken, responses to court actions and payment authorization.
- Locates absent parents as well as putative fathers; verifies employment status and resources; works with putative fathers to achieve voluntary acknowledgment of paternity; schedules and follows up on blood testing results.
- Provides clients with information about the availability of services and refers them to appropriate agencies or community programs. Accepts and processes referrals, pass-through payments, shares information and refers uncooperative recipients for sanctions.
- Reviews initial applications and determines the type and amount of documentary evidence necessary to arrive at a disability decision in accordance with federal and state regulations and standards for disability programs.
- Authorizes consultations in the field of medicine, psychiatry, psychology and vocational evaluation, as needed, in order to obtain evidence that will assist in making a determination or plan of treatment or after care program.
- Approves payment for services in accordance with the fee schedule; approves payment to reimburse claimants for travel expenses as permitted by regulations.
- Makes a determination of disability by analyzing and evaluating all documentary evidence to determine if claimant meets the federal and state requirements. Prepares a detailed written decision for file documentation and notifies the claimant of the decision in writing.
- Explores financial issues with clients in order to provide them with information to make informed decisions regarding their financial options by explaining complex issues such as the division of assets, burial accounts, property transfers and household budgeting.
- Assists clients in effecting behavioral changes, learning problem-solving techniques for their behavioral of social adjustment problems, or to assist in the process of setting realistic goals or objectives.

HS Consultant

- Reviews case files of individuals, applying for, receiving or denied services for a Human Service Program to assure services, procedures, and decisions appropriately address the individual needs while federal and state rules and regulations are being met and followed.
- Provides consultation on complex situations, guidance to staff in implementing program for individuals, and makes recommendations for appropriate action and services.
- Coordinates with community providers, identifies service needs available. Refers individuals to other agencies or community as appropriate. May recommend professional consultation services and coordinate additional group activities with community providers.
- Assesses skills and instructs blind or visually impaired individuals compensatory skills in areas of communication, techniques of daily living and advocacy.
- Completes vocational assessment, access available community resources and completes plan of action.
- Evaluates and analyses information and data used in determining eligibility/ineligibility to document and support decisions and develop appropriate treatment, assistance and activities for individuals.
- Develops job tryout sites in the community.
- Train, orients, mentors staff, making recommendations to supervisors regarding personnel actions. May act as lead worker and serve as backup to supervisors.

HS Supervisor

- Provides administrative and program supervision, insuring programs are in accordance with state, and/or federal laws, rules and regulations. Recruits, interviews, hires and trains professional and support staff.
- Interprets state requirements, standards and criteria for administering human service programs in local, area, and statewide situations.
- Assesses training needs, develops training packages, schedules and conducts program specific training, collaborating with other programs for their respective areas of specialization.
- Analyses local systems of program implementation, identifies strengths or dysfunctions and plans and recommends corrective actions. Holds scheduled conferences with staff concerning problems, advises on methods of managing caseload, establishing priorities and reaching appropriate decisions.
- Represents the agency at various meetings, conferences, seminars and hearings. Acts as liaison between the agency and local public officials, community and citizen organizations, contract staff, other agencies and disciplines.
- Establishes or participates in establishing or revising guidelines for authorizations for the purchase of consultative examinations and medical evidence of record by section staff; ensures that guidelines comply with established policy and that total funds obligated do not exceed section budget authority.
- Establishes and maintains a program of standardized supervisory review of initial, reconsideration, appeals and other disability claims to evaluate employee performance.
- Acts as liaison between the program section and federal and state offices to provide information and identify and resolve case-related issues.
- Reviews and analyzes management reports, case files, procedural expectations and other materials related to complaints, appeals and fraud in order to determine propriety of actions. Evaluates and makes recommendations concerning the need for new and revised statewide policies and programs.

**LEVELS OF WORK**

- Class Group consists of three classes.

**Human Services Specialist:** Work involves interpreting program information; determining eligibility for human service programs; conducting in-office and/or on-site interviews; and/or assessments; analyzing medical, physiological and/or vocational information to help determine an individual’s capabilities; developing and monitoring client service plans; and/or establishing and enforcing child support orders.
**Minimum Requirements:** Two years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency.

**Human Services Consultant:** This is specialized professional human services work. May serve as expert resource in a program or within a social service system. Work may involve reviewing cases for compliance; worksite development; community integration; providing training, guidance, consultation and/or supervision to staff; teaching independent living skills to individuals; and/or investigating and documenting applications for reconsideration, reopenings, informal remands and continuance of benefits.
**Minimum Requirements:** Five years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency.

**Human Services Supervisor:** This is supervisory work in the administration of a human services program. Work involves planning, organizing and directing the work of staff involved in providing direct human services for a variety of programs. Work may involve reviewing, planning and implementing program policies, implementing training, conducting management reviews of contract agencies, investigations, quality assurance reviews and monitoring compliance with federal and state rules and regulations.
**Minimum Requirements:** Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post secondary education may be substituted for experience as determined relevant by the agency.

REF: 12/13
REV: 4/19
REV: 6/23
REV: 6/24
REV: 6/25