

CITY OF RIVERBANK

HUMAN SERVICES SPECIALIST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, organizes, implements, coordinates, supervises, promotes, and evaluates areas of one or more social service programs, which may include, but are not limited to school programs, Community Casa, Healthy Start, and USDA Summer Nutrition Program; serves as the point person for all community services outreach; acts as liaison with outside social service agencies; assists with housing and recreation programs; participates in and/or oversees a variety of special events; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The **Human Services Specialist** is the journey level class responsible for coordinating with outside agencies to provide a variety of social service programs. This classification also serves as liaison to social services agencies and assists with housing and recreation programs. This classification is distinguished from the next higher level of Director of Administrative Services/City Clerk in that the latter has supervisory responsibility over assigned programs within the Administrative Services Department.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Director of Administrative Services/City Clerk. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Organizes, implements, coordinates, supervises, promotes, and evaluates areas of one or more social service programs, which may include, but are not limited to school programs, Community Casa, Healthy Start, and USDA Summer Nutrition Program; serves as the point person for all community services outreach; acts as liaison with social service agencies; assists with housing and recreation programs.
- Performs a wide range of community outreach activities aimed at providing social services for the public; serves as a liaison and coordinates with outside agencies providing social service programs; seeks out and evaluates new social services programs based on the needs of the community.
- Develops, coordinates, and implements assigned programs; oversees activities for participants in programs; provides supervision to program participants; ensures the safety of program participants; assists participants with referral services.

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- Documents the progress and effectiveness of assigned programs offered by the City; develops and presents recommendations for additions, deletions, or revisions to programs; justifies recommendations with appropriate background data.
- Plans program content; assists in the organization, implementation, and evaluation of rules and procedures; develops calendars; reviews plans with a supervisor.
- Assists with recreational social activities, including planning and implementing of programs.
- Assists Housing and Economic Development with housing programs.
- Develops brochures, flyers, and other promotional materials on social services programs and activities; prepares reports, letters, statistical data, documents, and grant applications; maintains a variety of records and files; completes a variety of paperwork.
- Attends various meetings pertinent to assigned areas of responsibility; makes presentations and provides information on assigned programs; creates partnerships and collaborative networking with outside agencies to provide quality programming; organizes, attends, and gives training necessary for assigned area.
- Responds to public inquiries about assigned projects and programs made by telephone, correspondence, or during public meetings; ensures excellent customer service is given at program sites; acts as information source regarding assigned programs; serves as a representative of the City; acts as a liaison with various other City divisions and departments, community groups, and commissions.
- Organizes, plans, and works citywide special events and events specific to area of assignment.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents and acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and equipment weighing 25 pounds or more is also required. The incumbent may be exposed to fumes, dust, and air contaminants. In addition, depending on the area of assignment, incumbents may be exposed to chemicals, electrical and mechanical hazards, and loud noise. Depending on assignment may be required to swim and may be exposed to chemicals used in pools. Additionally, the incumbent in this outdoor position works in all weather conditions, including wet, hot, and cold.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Human Services Specialist**. A typical way of obtaining the required qualifications is to possess the equivalent of two years of experience in social services program administration and a bachelor's degree with major coursework in social services, public administration, sociology, or a closely related field.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern principles, practices, and philosophies for administering social services programs; housing programs; recreational programs; social services programs provided by various government and non-profit agencies; principles and practices of research program content and assessing effectiveness; grant writing and administration; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, coordinate, supervise, implement, and evaluate social services activities to suit the needs of the community; develop program content; serve as liaison with outside agencies providing social service programs; write and administer grants for social services programs; assess the needs of community members and refer them to appropriate social service programs; assist with administering housing programs; work flexible hours, including evenings; attend various meetings; work with the public and community groups; analyze assigned programs and recommend appropriate program content; learn more complex principles, practices, techniques, and regulations pertaining to assigned duties; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

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Operate an office computer, and a variety of word processing and software applications.