



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
FAMILY SERVICES SPECIALIST, SENIOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing complex social work services to families of the Department of Human Services. May serve as a lead worker. Reports to the Family Services Supervisor or Youth Programs & Outreach Supervisor.

ESSENTIAL JOB FUNCTIONS

Assists the unit supervisor with providing technical guidance and training of staff; serves as a policy expert in an area of social work specialization; oversees and coordinates program(s) or project(s). Conducts comprehensive clinical assessments, prepares and implements service plans to address the needs of adults, children and families, the elderly and the disabled; counsels and provides services to individuals and families by focusing on family preservation and family reunification, monitoring progress of clients, planning for adoption and emancipation and implementing court ordered services. Manages complex financial exploitation cases involving the senior population and coordinating with law enforcement for appropriate action.

Coordinates the removal of children from endangering situations with the assistance of local police and arranging for alternative living arrangements; assures ongoing safety through contact with their caregivers in accordance with department policy.

Performs a wide array of related services; attends and coordinates related meetings and seeks to resolve crisis situations for families and individuals regarding personal safety, shelter, food and clothing.

Makes referrals for services by being knowledgeable of local services and resources, working with service providers in the community, serving on interagency service assessment teams, serving as a client advocate in accessing services and working with other agencies such as schools, courts and mental health providers.

Acts as an advocate for clients' rights; assists clients with petitions for custody; initiates court petitions; attends court hearings and testifies as necessary; arranges for withdrawal from and placement in schools, as necessary.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; and collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships. Provides training and education on a variety of social work topics and remains abreast of current statewide policy initiatives and best practices related to the Human Services field.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services – Thorough knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management – Thorough knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to develop and conduct training on a variety of social work topics.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling) or a Bachelor's Degree in any field; and 3-5 years of appropriate and related human services experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers