

Class Concept

Work in this class involves the coordination of services to a specialized caseload/population or the provision of direct services. Direct client services are provided through a variety of programs and include performing a basic assessment (medical, financial, social and/or employment history, among other information), explaining available services and programs, planning for required services, drafting a plan of action, and coordinating or implementing the delivery of needed services including referrals to other programs and agencies. Employees spend a significant amount of time in performing tasks that establish eligibility for specific programs or services, determining most appropriate services to meet client's obvious needs (such as home management, personal care, assistive technology, supportive counseling, psychological and psychiatric services, substance abuse, medical and nursing, among others). Employees may direct administrative or paraprofessional staff, direct care providers, or volunteers in providing indicated services and coordinating services with other community agencies. Positions may also provide education and outreach to a variety of local, state, federal organizations and/or private industries concerning client needs, effective communication techniques, best practices, procurement and installation of specialized equipment to facilitate communication access.

Recruitment Standard

Knowledge, Skills, and Abilities

- Basic knowledge of behavioral and socioeconomic problems and their treatment.
- Working knowledge of basic social work principles, techniques, and practices and their application to specific casework, group work and community problems.
- Working knowledge of governmental, non-profit and private organizations and resources in the community.
- Skill in motivational interviewing.
- Skill in record keeping.
- Ability to establish and maintain effective working relationships with clients and their families, care providers, staff and various community organizations.
- Ability to plan and execute work assignments.
- Ability to coordinate work of paraprofessionals and/or volunteers.

Minimum Education and Experience:

Bachelor's degree in a discipline relative to the program served from an appropriately accredited institution;
or

Bachelor's degree from an appropriately accredited institution and one year of experience in an area related to program that provides experience in techniques of casework or counseling; or equivalent combination of education and experience.

Administering the Class

Varying settings, specialized programs, and job designs at this level allow for flexibility in accepting specialized degrees in the human services area and experience with the client population as required by the need of the specific position.