

FAMILY SUPPORT SPECIALIST

Nature of Work: Under general supervision, performs work at full-performance level by providing case management services requiring development of a time limited personal responsibility contract for applicants and recipients of public assistance and employment programs provided by the Office of Family Support.

Conducts personal interviews with applicants and/or recipients, recording, evaluating and verifying social and financial information, determining services needed to enable fulfillment of personal responsibility contract goals, analyzing and interpreting aptitude and interest test results to direct the development of employment goals for applicants/recipients, coordinates with other social service and community organizations when appropriate to ensure completion of personal responsibility contract and conducting case management activities related to continuing eligibility for services.

Employee must possess a valid driver's license and must have access to transportation for required travel. Performs related work as required.

Examples of Work

- Negotiates a Personal Responsibility Contract with clients to outline goals, and a plan of action.
- Provides or arrange for delivery of needed services and monitor the progress of the plan.
- Develops employability plans to assist client in attaining employment goals, and provide/arrange services that may be necessary.
- Arranges needed testing to determine general functional levels, aptitude and interest for vocational planning.
- Counsels client/families in achieving employment goals, and fulfilling Personal Responsibility Contract.
- Conducts job development with community employers by interacting with a variety of professionals, elected officials, agency directors and community leaders to assess employment needs of the community and to refer clients to the appropriate agency.
- Develops and monitor contracts with work sites for subsidized employment, work experience activities and community volunteer programs.
- Conducts job search instruction when appropriate and direct clients in job search activities through utilization of job seeking skills and group or individual employment counseling.

FAMILY SUPPORT SPECIALIST (CONT'D)**Examples of Work (cont'd)**

- Assesses the need for social service intervention, and direct the client to community resources when appropriate.
- Explains the policies, rules, regulations and goals of the program to clarify requirements for the client and identify the agency.
- Determines the level of services needed by using the appropriate guidelines and manuals.
- Conducts interviews and process applications for services and evaluate the applicant/recipient needs by interviewing the client initially to gain an overview of the client's financial resources and social circumstances pertinent to eligibility for services.
- Updates the case files by scheduling periodic home or office visits with the clients, recording progress reports and by communicating with the client by telephone to assist in monitoring the client's progress in achieving the goals of the Personal Responsibility Contract.

Knowledge, Skills and Abilities

- Ability to read and comprehend federal and state laws, rules, regulations and policies pertaining to social welfare work and training programs and the rules, regulations and procedures of the programs of the Office of Family Support.
- Ability to apply interviewing techniques and methods for obtaining and communicating information.
- Ability to interact effectively with people from a wide range of socio-economic backgrounds.
- Ability to record pertinent facts, perform basic arithmetic, maintain records, plan and organize work independently and effectively while working under time constraints.
- Ability to read and comprehend theories, principles, methods and techniques of employment related social service case work and referral and placement techniques and procedures.
- Ability to identify general economic and labor market conditions prevailing in the state.
- Ability to identify a variety of occupations and their required qualifications and the job seeking and interviewing techniques and methods to assist clients in obtaining employment.
- Ability to assess social, education, and economic circumstances of clients to determine needs for employment, social and support services.
- Ability to analyze job requirements and evaluate client's qualifications and to determine the necessary plan to assist the client in attaining employment.

FAMILY SUPPORT SPECIALIST (CONT'D)**Knowledge, Skills and Abilities (cont'd)**

Ability to communicate both orally and in writing and to exercise independent judgment with regard to client's ability to participate in employment development.

Ability to maintain records, prepare reports and correspondence and related work.

Ability to counsel clients in favor of specific actions, changes in attitude or behavior.

Minimum Qualifications

Training: A bachelor's degree from an accredited college or university.

Substitution: Any combination of college training and/or full-time or equivalent part-time paid experience in interviewing clients, customers or the public and evaluating the data against established standards and guidelines, or in a field of work where experience has been gained in helping troubled individuals and/or families toward normal social development may substitute for the required training on a year-for-year basis.

Experience: One year of full-time or equivalent part-time paid experience in interviewing clients, customers or the public and evaluating the data against established standards and guidelines, or in a field of work where experience has been gained in helping troubled individuals and/or families toward normal social development.

Established: 8/15/96

Effective: 8/15/96