

<b>Job Class Code: 6341</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 2</b>

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to supervise staff and/or provide support and assistance to agency clients for the area of responsibility. The class is responsible for staff supervision and/or client assessment, planning, counseling, education/training, monitoring, and reporting. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic meetings.

**TYPICAL TASKS**

- Conducts interviews or investigations and makes client/family assessments; formulates and implements plan; initiates and processes eligibility referrals.
- Supervises staff and/or volunteers, including training, assigning and evaluating work, counseling, and disciplining.
- Provides individual and group counseling for client and family; assists staff with crisis management.
- Oversees programs and activities relating to resources and volunteers.
- Interacts/coordinates with other agencies, organizations, or family/community members to provide services for client and family; makes referrals for other social services.
- Conducts home visits to supervise, observe, and document family interactions, activities, and environment.
- Approves expenditures for assigned area; provides fiscal data for preparation of annual budgets.
- Provides direct services to client/family including teaching basic living, parenting, budgeting, or employment skills, and providing mediation counseling and transportation.
- Collects and compiles information/data, and prepares routine and specialized reports; maintains files/records for area of responsibility.
- Investigates/establishes collateral contacts.
- Provides emergency services/crisis intervention for clients/families; prepares reports and documentation for court hearings; testifies in court; provides client placement as needed.
- Performs routine office tasks such as dictating case notes, data entry, typing correspondence or forms, filing, faxing, telephoning, or photocopying.
- Conducts workshops for teens; attends professional workshops and seminars to improve professional skills.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
<b>Reasoning Requirements</b>	Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
<b>Language Requirements</b>	Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes complex reports.

<b>Mental Requirements</b>	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Directs actions of others, making decisions almost constantly, affecting coworkers, clients, and others in the general public.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	<p>In order to be evaluated for vacancies in the Family Services Specialist job series, applicants shall possess the qualifications outlined in (1) OR (2) below:</p> <ol style="list-style-type: none"> <li>1) A minimum of a bachelor's degree in the human services field, including Social Work, Rehabilitation Counseling, Psychology, Clinical Psychology, Counseling Psychology, Counseling and Guidance, Counselor Education, Human Services, Sociology, Family and Child Development, Aging Studies, Gerontology, Criminal Justice with a minor in one of the above studies, or other related degrees determined by the Department of Human Resources based on the similarity of the curriculum and course content.</li> <li>2) A minimum of a bachelor's degree in any field accompanied by a minimum of two years of appropriate and related, full-time equivalent experience in a human services related area.</li> </ol> <p>To be considered for promotion, persons currently employed in the Family Services Specialist job series by a local department prior to January 1, 1999, who do not meet the qualifications outlined in either (1) or (2) above, must possess four years of appropriate and related experience in a human services area and must have successfully completed all available competency-based training related to the promotional area.</p>
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of appropriate and related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.
<b>Special Requirement</b>	Emergency Duty (On-Call) participation is required to comply with mandated responsibilities as listed under Section 63.2-1503,B; Section 63.2-900; and 63.2-1604-63.2-1610, Code of Virginia. Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term departmental needs and/or City-wide emergencies.

**AMERICANS WITH DISABILITIES ACT(ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.
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*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*