

<b>Job Class Code: 6346</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 provide protection, support and assistance to agency clients, and to serve as a resource for the area of responsibility. The class is responsible for client/case assessment, planning, counseling, education/training, monitoring, advising, 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/investigations and makes client/family assessments; formulates and implements plan of action.
- Provides emergency services/crisis intervention, and ongoing individual and group counseling for clients and families.
- Prepares reports and documentation for court hearings; testifies in court; provides client placement as needed.
- Interacts/coordinates with other agencies, organizations, or family/community members to provide services for client; develops sequence of activities necessary to effect service goals.
- Collects and compiles information/data, and prepares periodic and special reports; maintains files/records for area of responsibility.
- Assists with relocating of clients, including moving of personal effects.
- Makes presentations and conducts training for area of responsibility to groups, agencies, and media throughout the City.
- Mentors, advises, and serves as resource to unit personnel on policy and procedures, and signs and symptoms of abuse/neglect; mentors, advises, and serves as resource to the community at large by providing training, in-service workshops, group settings, and individual speakers.
- Performs routine office tasks such as dictating case notes, typing correspondence, filing, faxing, telephoning, or photocopying.
- Supervises subordinate personnel as directed.
- Attends staff and other professional meetings to exchange information; attends professional seminars or conferences 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>	Counsels or instructs others through explanation, demonstration, and supervised practice, or makes recommendations based on professional expertise.
<b>Reasoning Requirements</b>	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
<b>Mathematical Requirements</b>	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
<b>Language Requirements</b>	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.

<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>	Supervises others requiring the development of procedures and constant decisions affecting coworkers, crime victims, clients, or 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 four 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 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.

*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.*