



**Lake County
Human Services Specialist**

BAND	GRADE	SUBGRADE	FLSA STATUS
B	2	2	Non-Exempt

NATURE OF WORK
<p>The third level of the Human Services Support Series is responsible for supporting clients by identifying community services and resources, and providing specialized information regarding clients' needs. Responsibilities may include providing information to participants; reviewing information and determining eligibility for public assistance programs; maintaining and coordinating the collection and maintenance of related files; identifying problems and providing solutions; attending court hearings; and establishing and enforcing child support orders.</p> <p>This level is distinguished from the Human Services Technician level in that this classification's incumbents apply advanced skills to the position or specialization; with the ability to address non-routine, complex situations by applying or adapting established processes and procedures; requires a comprehensive knowledge and skill of the assigned area or function to complete the assigned responsibilities.</p>

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)		FREQUENCY	BAND/ GRADE
1.	Performs complex case support activities for assigned case load, from inception to closeout, which includes: independently determining program eligibility; commencing court actions; enforcing court orders; reviewing case file information in compliance with program requirements and mandates associated with individual cases; providing referrals to applicable agencies and community resources; and/or, performing other related activities.	Daily 35%	B2
2.	Provides assistance to clients, interested parties, and/or applicable agencies by explaining complex applicable procedures and processes associated with assigned programs; investigating health plan issues and providing resolution to questions from staff.	Daily 35%	B2
3.	Monitors, maintains and updates case files to reflect changes case status, court orders.	Daily 20%	A1
4.	Prepares testimony/documents, attends court/administrative hearings, and testifies at court/administrative hearings as required.	Monthly 10%	B2
5.	Performs other duties of a similar nature or level.	As Required	N/B



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FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Financial Worker may be responsible for:

- Determining client eligibility for income maintenance programs, including all medical, cash, food, emergency programs based on standard program requirements & guidelines; conducting initial interview and gathering relevant information to assess client needs, status and financial situation.
- Performing complex case support duties which includes: independently determining eligibility, preparing testimony and court case documentation, making referrals to other programs and community resources.
- Assisting the client in resolving health plan problems, researching issues and providing resolution to questions from health plan staff, health care providers, plan enrollees, and the State.
- Explaining complex program policies, application procedures and timelines.
- Calculating overpayments, establishing claims and imposes sanctions when required. Identifying and initiating fraud referrals and investigations.
- Making referrals to child protection, fraud unit, job services, Legal Aid or other community agencies or County units as appropriate.

Positions assigned to Child Support Officer may be responsible for:

- Identifying, researching, selecting and initiating appropriate legal actions and the preparation of legal documents through and for review by the County Attorney's Office (i.e. paternity, establishment, modification of orders, contempt actions, etc.)
- Locating participants.
- Negotiating settlements of child support issues between parties by explaining all available options and laws applicable in pre-court, pre-hearing or pre-legal actions and situations.
- Preparing testimony, case documents, financial calculations and Exhibits for court. Attending and testifying in court.
- Monitoring cases for compliance with court orders.
- Resolving, updating and reconciling accounts to reflect changes in law, policy changes, court orders, discrepancies, and/or other issues.
- Updating and maintaining case documentation and records. Responding to inquiries.

LEVEL OF DECISIONS

Incumbents in this class are generally responsible for the outcome and performance of clearly defined objectives, applies standard operating policies and procedures, and may be responsible for providing work direction/lead worker responsibilities for staff.

DIRECTION RECEIVED

Incumbents apply procedures and standards to specific situations, and work under given general direction as to how the objectives and goals are achieved.

DIRECTION PROVIDED

Incumbents may assign/delegate work assignments to temporary employees, and/or regular employees; troubleshoot problems and issues commensurate with relevant experience; and instruct others in work methods and procedures.

TRAINING AND EXPERIENCE REQUIREMENTS

High school diploma or G.E.D.; 4 years administrative support or related experience; or an equivalent combination of education and experience.



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LICENSING REQUIREMENTS

Incumbents in this class typically require:

- None.

KNOWLEDGE REQUIREMENTS

- Community resources;
- Applicable appraisal methods, principles and practices in assigned area of responsibility;
- Applicable Federal, State, and local laws, rules, regulations, codes, and/or statutes;
- Legal documents including referrals and evaluations;
- Interviewing techniques;
- Customer service principles;
- Recordkeeping principles and practices;
- Report preparation techniques;
- Computers and related software applications.

SKILL REQUIREMENTS

- Applying applicable Federal, State, and local laws, rules, and regulations;
- Reading and interpreting legal documents;
- Preparing reports including referrals and evaluations;
- Providing customer service;
- Conducting research for clients;
- Managing databases documenting clients' progress and status;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

CLASSIFICATION HISTORY

DATE	COMMENT
March, 2017	Draft prepared by GBS (GM)
October, 2017	Revised by GBS (MO)

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.