

## Family Services Specialist I/II (Child Protective Services)

James City County Social Services seeks an individual to perform responsible work providing support and assistance to agency customers with personal, social, health, and economic needs; counsel clients, make referrals, determine eligibility for social services, and serve as liaison between clients and ancillary agencies providing services. There are 2 levels of Family Services Specialist distinguished by the level of work performed and the qualifications of the employee. Position is eligible for [Full-Time County Benefits](#).

Specialist I: \$38,146 / year or higher DOQ

Specialist II: \$41,018 / year or higher DOQ

### Responsibilities:

- Counsel and provide services to families and individuals by focusing on family preservation and reunification; monitor progress of customers; implement court ordered services; work with families to prevent crises; and, provide protective services to children.
- Manage assigned caseload by maintaining files, telephone contacts, referrals to private vendors for services, and preparing documents.
- Conduct field visits to schools, homes, and hospitals; coordinate with law enforcement and school personnel.
- Serve on interagency service assessment teams; serve as client advocate in accessing services and working with other agencies such as schools, courts, and mental health professionals.
- Provide assessment and case management for customers; develop and implement service plans to address family and individual needs.
- Provide 24-hour on-call responsibilities and is trained to provide emergency interventions.

### Requirements:

- Any combination of education and experience equivalent to a Bachelor's degree in human services; or, a bachelor's degree in any field accompanied by some related human services experience.
- Must possess, or obtain within 30 days of hire, a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to analyze and use judgment in accomplishing diversified duties; think independently within the limits of policies, standards, and precedents.

**Accepting applications until position is filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>**