

Family Services Specialist I/II (Foster Care)

Salary DOQ + **Full-Time County Benefits**

James City County Social Services Department is seeking 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 two levels of Family Services Specialist distinguished by the level of work performed and the qualifications of the employee.

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

Family Services 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.
- Provide protective services to children, the elderly, and the disabled in the community; secure the well-being of children, older adults and families; provide after hours on call services and emergency intervention.
- Provide assessment and case management for customers; develop and implement service plans to address family and individual needs; conduct field visits to schools, homes and hospitals; coordinate with law enforcement and school personnel.
- Make referrals for services; serve as client advocate in accessing services and working with other agencies such as schools, courts and mental health professionals.
- Manage assigned caseload by maintaining files, telephone contacts, referrals to private vendors for services and preparing documents.
- Provide 24-hour on-call responsibilities.

Requirements:

- Any combination of education and experience equivalent to a Bachelor's Degree in human services or related field and 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 11:59pm EST on 06/22/2019 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>

