

Family Services Assistant

\$28,538 / year or higher DOQ + **Full-Time County Benefits**

James City County Social Services Department is seeking an individual to perform responsible work educating clients about available social, health and economic resources; supporting and assisting clients by providing in-home counseling; and assisting with the implementation of prescribed service plans.

Responsibilities:

- Receive and evaluate incoming calls to child protective services (CPS), adult protective services (APS) and foster care; provide backup to CPS, APS and foster care on-call services.
- Provide direct and ongoing services to clients as directed by assigned worker or supervisor; assist family services specialists with developing, organizing and conducting programs to prevent and resolve problems; assist in the formation of service objectives and development of the service plan; arrange for delivery of services; record cases and summarize services provided for reports.
- Assist family services specialists in completing forms and applications to include eligibility forms; assist customers in obtaining and verifying client information; provide transportation to eligibility appointments; serve as liaison between the customer, family services specialist and eligibility worker to assure customer receives the benefits for which they are eligible.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; Bachelor's degree in human services or related field preferred; some related administrative work experience, preferably in the human services field.
- 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; express ideas concisely orally and in writing; establish and maintain effective working relationships with staff, other County officials and the public.

Accepting applications until 11:59pm EST on 07/15/2019 or until 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>