

Family Services Specialist I/II (Child Protective Services)

Competitive Salary DOQ. Position is eligible for Full-Time County Benefits.

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.

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>