

Family Services Assistant

\$28,823 / 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.

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a fully-completed application is required in order for your application to be considered.

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