

Family Services Specialist

Hanover County Government - Department of Social Services

Salary: \$45,604.00 - \$51,000.00 Annually

Teleworking options are available with this position.

General Description: This is a professional position. The incumbent performs complex tasks in the provision of social services, such as child day care, adult services, foster care, adoption, and prevention services. The Family Services Specialist may also conduct Child Protective Services investigations and assessments and provide ongoing Child Protective Services. The Family Service Specialist may also conduct Adult Protective Services investigations and provide ongoing services.

Organization: The Family Services Specialist is part of Hanover County's Career Development Program (CD). The Family Services Specialist Ladder has four (4) levels: Family Services Specialist I, II, III, and Senior. The Family Services Specialist reports to a Family Services Supervisor and supervises no staff.

Essential Functions:

- Interviews customers to assess needs and/or assign to appropriate groups; Interviews all parties involved; assesses immediate and long-term dangers/risks to children/adults; interviews customers to resolve complaints;
- Performs investigative duties to include screens referrals for validity and complaints of exploitation, neglect, and/or abuse of children, the elderly, and/or persons with disability;
- Provides persons, families, or vulnerable populations with the psychosocial support needed to cope with chronic, acute, or terminal illnesses, neglect and abuse (Senior);
- Ensures that reports of suspected abuse/neglect are assigned to appropriate staff;
- Ensures that the local department has staff on duty 24 hours per day, seven days per week to respond to reports of abuse/neglect (Senior); Provides after hours on-call coverage and responds to emergencies in child/adult protective services and/or foster care;
- Provides guidance, consultation and supervision to other staff in the absence of the supervisor (Senior);
- Prepares social histories;
- Represents the agency in both civil and criminal court proceedings which involves interpreting laws, filing petitions, preparing court records, testifying before the court, preparing witnesses for examination, and compiling evidence;
- Attends court, testifies in court and coordinates cases with attorneys; Provides reports for court such as guardianship report; Testifies in criminal and civil cases; prepares court ordered home assessments and custody home studies;
- Provides direct intervention and service delivery for difficult, complex social work cases, and coordinates casework; Provides case management services to monitor compliance;
- Develops and conducts training for staff, interns and other professionals in the community;
- Conducts field visits to residential facilities, consults with therapists and residential staff and participates in the staffing and planning of meetings;
- Functions as a lead worker providing guidance and training to other staff (Senior);
- Coordinates program functions, develops programs, and evaluates materials;
- Monitors, coordinates and administers specific assigned programs;
- Coordinates services within specific area of responsibility;
- Coordinates with other agencies and participates in multi-disciplinary and interagency teams providing services to customers;
- Develops, writes, and/or reviews service plans documenting goals, objectives and details of the services provided for each case to meet identified customer needs in areas such as physical/mental health, housing, and presents cases to determine appropriate services;
- Tracks expenditures, prepares/submits budget estimates and ensures payment for services;
- Interprets laws, policies and regulations as applied to specific area of responsibility;
- Completes necessary federal, state and local planning and reporting requirements;
- Manages program waiting lists;
- Trains foster parents; submits progress reports to the court;
- Refers families to treatment resources within the community;
- Transports children to placements, meetings, therapy sessions, doctor and dental appointments, and for visitation with families;
- Provides parent education and support for families in target population;
- Conducts intensive in-home counseling; prepares reports to referral sources regarding status of various interventions;

- Conducts studies such as companion and adult foster care provider and pre-admission screenings for nursing home/community-based care and assisted living;
- Informs clients of service programs and the rules and regulations, and right to participate;
- Conducts overall monitoring of programs in specific area of responsibility;
- Serves as resource to clients and the community in area of expertise;
- Monitors caseloads and assigns cases to staff (Senior); Provides program administration and caseload management services;
- Conducts visits and maintains contact with other professionals;
- Accompanies victims and their families to court appearances;
- Serves as support for the family; files petitions;
- Establishes and maintains case records;
- Codes, enters and updates new and on-going cases in the state computer information system;
- Represents the agency at various functions such as making speeches at civic and business associations, providing training and workshops on child/adult abuse and neglect for public and private organizations.
- Provides direct services as appropriate;
- Participates on committees and teams as needed to plan services, etc.;
- May provide employment services to benefit program recipients;
- Develops community resources (Senior);
- Trains Family Services Specialist as needed (Senior);
- May develop procedures to review and evaluate unit programs and operations (Senior);
- Performs related work as assigned.

Working Conditions:

A. Hazards

- Customers – May have contact with hostile families and children.
- Conditions – May perform investigations and home visits in less than adequate living conditions.

B. Environment

- Office
- Field

C. Physical Effort

- Policy Manual – Must be able to lift up to fifteen (15) pounds.

D. Non-exempt

Knowledge, Skills and Abilities: Knowledge of Family Services/social work theories, standards and practices, including knowledge of intervention and treatment techniques and professional ethics sufficient to enhance the client's level of functioning is required. Also requires knowledge of human behavior, development and family dynamics. Knowledge of motivational theory; laws, policies, and regulations relating to human services program areas; investigation and interviewing techniques, needs assessment processes; procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions; therapeutic treatment technique; and for career counseling and guidance, desired. Knowledge of relevant community and public resources, preferred. Must be able to demonstrate computer literacy, preferably in Microsoft Office and OASIS software. Ability to apply crisis intervention methods and counseling techniques is required. Must be able to organize/prioritize work, and communicate effectively – both orally and in writing. Familiarity with child welfare laws/adult services rules and regulations, desired. Ability to analyze case information to make sound judgments; work in stressful situations and maintain diplomacy; establish and maintain effective relationships with others; and stay abreast of current trends and developments in the social work field.

Education, Experience and Training: Requires a Bachelor's Degree in a human services field or a Bachelor's Degree in any field accompanied by a minimum of two(2) years' related experience. Family Services experience, preferred.

Special Conditions:

- Valid Commonwealth of Virginia Driver's License or ability to travel to investigation sites as needed
- Criminal Records Check, including fingerprinting
- CANIS (Child Abuse and Neglect Information System) Records Check
- Twelve-month probationary period
- Work beyond normal work schedules -- including On-call Rotations, weekends, holidays and nights
- Mandatory Participant in the Citizen Emergency Response On-call Plan

For complete job description and to apply, visit our website at www.hanovercountyjobs.com