

## Family Services Assistant I/II/III

\$37,398 - \$42,742 / year or higher DOQ + [Full Time County Benefits](#)

The James City County Social Services Department seeks 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 for Social Services programs.

There are three levels of Family Services Assistant distinguished by the level of work performed and the qualifications of the employee.

Family Services Assistant I: \$37,398 / year or higher DOQ

Family Services Assistant II: \$39,968 / year or higher DOQ

Family Services Assistant III: \$42,734 / year or higher DOQ

### Responsibilities:

- Receives and evaluates incoming calls to child protective services (CPS), adult protective services (APS) and foster care; provides backup to CPS, APS, and foster care on-call services.
- Provides direct and ongoing services to clients as directed by assigned worker or supervisor; assists family services specialists with developing, organizing, and conducting programs to prevent and resolve problems; assists in the formation of service objectives and development of the service plan; arranges for delivery of services; records cases and summarizes services provided for reports.
- Assists family services specialists in completing forms and applications to include eligibility forms; assists customers in obtaining and verifying client information; provides transportation to eligibility appointments; serves 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. Must possess, or be able to 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.

[Click here](#) to see a full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a **fully completed application** is required 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>