



**JOB DESCRIPTION  
FAMILY SERVICES SPECIALIST  
SOCIAL SERVICES**

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**GENERAL STATEMENT OF JOB**

Under general supervision, performs technical duties in providing on-going social work services to families involved in neglect (adult and child), child abuse, adoption, and/or foster care for Social Services Reports to the Family Services Supervisor.

**ESSENTIAL JOB FUNCTIONS**

Provides assessment of family needs by developing and implementing service plans to address the needs of adults, children and families, the elderly and the disabled; counsels and provides services to individuals and families by focusing on family preservation and family reunification, monitoring progress of clients, planning for adoption and emancipation and implementing court ordered services

Performs a wide array of related services; attends and coordinates related meetings and seeks to resolve crisis situations for families and individuals regarding personal safety, shelter, food and clothing; provides continuous case narrative for assigned clients; monitors use of services to include maintaining up-to-date, thorough and correct documentation of all case activities and interactions; and maintains contact with clients, to include face-to-face visits at clients' homes as necessary to assess social, health, emotional and economic difficulties.

Confers with professionals involved in client's case; obtains reports; explores and refers customers to community resources; mediates between family members and other agencies. Acts as advocate for clients' rights; assists clients with petitions for custody; initiates court petitions; prepares written reports for submission to court; attends court hearings and testifies as necessary. Maintains a variety of confidential records and files.

Makes referrals for psychiatric and/or medical examinations, as well as to Family Assessment Planning Teams (FAPT), as necessary; composes a variety of correspondence and forms regarding custody, visitation, adoption, foster care, etc.; to include planning and organizing caseload, establishing priorities and scheduling appointments.

Participates in Child Study Team Staffing, Individual Education Planning, Special Education meetings, school disciplinary meetings, Best Interest Determination meetings, Family Partnership Meetings, Treatment Team Meetings and FAPT staffing, as necessary.

Recruits foster homes, provides orientation sessions on foster parenting program, arranges training for prospective foster parents, attends school functions and other outreach events as necessary; arranges for emergency needs such as housing, food and clothing. Coordinates receipt of appropriate services, links to interagency and community resources.

Performs other duties as assigned.

**EDUCATION & EXPERIENCE**

Bachelor's degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family and Child Development, Counseling, Rehabilitation Counseling, Clinical Psychology, Gerontology or Guidance and Counseling) or a Bachelor's degree in any field and 2 -4 years of experience in human services or case management work.

**SPECIAL REQUIREMENTS**

An acceptable general background check to include a local, state and federal criminal history and sex offender registry check.

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Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

A valid driver's license with an acceptable driving record.

In the event of a declared emergency in the city of Portsmouth, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of automated office machines which include computers, calculators, adding machines, copiers, facsimile machines, etc. Must be able to operate a motor vehicle. Must be able to exert up to 50 pounds of force occasionally and up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, records, forms, statistical summaries, etc. Requires the ability to prepare reports, correspondence, records, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatical form; deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including legal, medical and insurance terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas, to add and subtract, multiply and divide. Must be able to utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and operating a motor vehicle.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under varied levels of stress when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

### PERFORMANCE INDICATORS

**Knowledge of Job:** Has considerable knowledge of local, state and federal laws, ordinances, rules and regulations governing Social Services programs, as applicable. Has considerable knowledge of the policies, procedures, rules and

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regulations of programs as administered through Social Services programs. Has considerable knowledge of the forms, documents and manuals associated with multiple benefit programs. Has general knowledge of other programs administered through Social Services and through community human services agencies or volunteer groups. Has general knowledge of the social and economic factors in the community. Has some knowledge of the principles, methods, and techniques of public administration. Is able to use common office machines, including file maintenance programs. Is able to compile technical information from a variety of sources and prepare clear and concise reports. Is able to exercise considerable initiative and independent judgment in analyzing and applying standards to a variety of situations. Is able to communicate effectively in oral and written form. Is able to explain rules, regulations and policies of programs in terms understood by applicants and the general public. Is able to exercise considerable tact, courtesy and discretion in contact with program applicants and clients, and the general public. Is able to exercise considerable discretion in handling confidential files. Is able to establish and maintain effective working relationships as necessitated by work assignments.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Essential Job Functions."

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, city policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to city policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified i.e., poor communications, variance with city policy or procedures, etc.

**Relationships with Others:** Shares knowledge with supervisor for mutual and city benefit. Contributes to maintaining high morale among all city employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, to project a good city image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the city. Emphasizes the importance of maintaining a positive image within the city. Interacts effectively with fellow employees, program clients, supervisor, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for appointments, meetings and deadlines.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the city and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.