

Job Family Description

Jobs whose primary duties generally involve assistance, support, and/or management activities that are intended to improve the quality of life of defined service populations.

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| SC7001 | Human Svcs I | Grade 102 |
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Level Definition:

Work activities are associated with performing basic resident care for individuals in special populations such as children, elderly, those living with mental illness, development disabilities, or disable veterans. Work may consist of direct care, assistance, training, household duties, and/or personal care. Positions perform work under general supervision.

Jobs at this level include:

Resident Living Specialist I, Direct Care Associate I-II

Knowledge Skills & Abilities

Ability to communicate effectively in writing and verbally both with other staff and with clients. Ability to interact effectively with others. Skill in collecting and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately. Ability to use tools necessary for assigned work. Knowledge of assigned practices and procedures. Ability to store and prepare food in a safe manner.

Minimum Education & Experience

High School diploma or GED. Hiring agency may specify additional education, experience and/or certifications. The agency will specify the nature of qualifying work experience at time of recruitment.

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| SC7002 | Human Svcs II | Grade 103 |
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Level Definition:

Work activities are associated with performing basic resident care for individuals in special populations such as children, elderly, those living with mental illness, development disabilities, or disable veterans. Work may consist of direct care, assistance, training, household duties, and/or personal care. May assume a lead role at times. Work at this level is more complex and individuals exercise a greater degree of independence as required for planning, development, and evaluation of daily living programs. Therefore, a greater degree of knowledge is required. Work is performed under limited supervision.

Jobs at this level include:

Resident Living Specialist II, Direct Care Associate III, Dormitory Counselor I-II

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to analyze, monitor, and input records. Knowledge of records administration and maintenance. Ability to process and handle confidential information with discretion. Knowledge of resources available to meet client needs. Greater level of knowledge regarding policies, procedures, guidelines, and standards related to client care and programs.

Minimum Education & Experience

High School diploma or GED plus experience no less than one year as determined by agency. Hiring agency may specify additional education, experience and/or certifications. The agency will specify the nature of qualifying work experience at time of recruitment.

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| SC7003 | Human Svcs III | Grade 104 |
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Level Definition:

Work involves the supervision of those performing the activities in the first two levels of this family. Or it may involve that planning, designing, administering, and evaluating the programs for the same clientele. Others may assist licensed addiction counselors in delivering treatment to individuals, families, and groups. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made.

Jobs at this level include:

Activity Therapist I, Addiction Tech, Human Svc Prog Specialist, Direct Care Supervisor

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to handle difficult situations with composure. Skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Ability to devise solutions to problems. Skill in assessing the performance of others. Knowledge of inventory control. Ability to interact effectively with client populations. Ability to handle non-routine problems and situations. Ability to interpret and apply regulations, policies, and procedures. Proficient level knowledge of client needs assessment techniques.

Minimum Education & Experience

Bachelor’s degree with emphasis in related field; or high school diploma (or GED) and agency specified certifications; or high school diploma (or GED) and agency specified years of experience in appropriate function. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment. Certain jobs types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

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| SC7004 | Human Svcs IV | Grade 105 |
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Level Definition:

Individuals in positions assigned this classification independently manage a more complex caseload and perform admission assessments and treatment planning. Often work involves significant responsibility for of a department including budget coordination. Work at this level is of a highly complex and sensitive nature and requires a high degree of knowledge, skills, and abilities and/or specialization in specific subject matter. Work activities involve decision-making within parameters of approved policies and procedures. Often work at this level is considered a working supervisor.

Jobs at this level:

Early Childhood Care License Spec I-II, Activity Therapist II-III, Addiction Counselor I, Adaptive Equip Spec I-II, DD Case Mgr I-II, Family Svcs Specialist I-II, Mental Illness Case Mgr I-II, Social Worker I-II, Vocational Evaluator I, Vocational Rehab Counselor, HHSPA I-II, Developmental Disabilities Prog Mgr I-II, Child Support Investigator, Child Support Investigator Lead

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to set priorities and determine workflow. Extensive skill in evaluating alternative solutions, conclusions, or approaches to problems. Ability to handle difficult and stressful situations with composure. Skilled at conducting and analyzing basic research and communicating results. Ability to analyze and solve work related problems. Skilled in developing intervention or treatment plans. Skill in evaluating alternative solutions, conclusions, or approaches to problems.

Minimum Education & Experience

Job appropriate Bachelor’s degree agency specified years of experience in appropriate functions and/or certifications and licenses. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. Agency may specify that an Associate’s degree in related field plus experience may qualify. Master’s degree with no experience will also meet the minimum qualifications. The agency will specify the nature of qualifying work experience at time of recruitment. Certain jobs types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

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| SC7005 | Human Svcs V | Grade 106 |
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Level Definition:

Individuals at this level must have gained a higher level of knowledge of the structure and mission of the agency. Must also have experience to perform more complex case management, program development, crisis intervention, and counseling. May direct a small social service and economic assistance program at the county level. Often manages the work of others. Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within an agency.

Jobs at this level include:

Addiction Counselor II-III, Client Asst Prog Admin I, County Social Svcs Director I, DD Case Mgr III, Disability Advocate, Family Svcs Spec III, Mental Illness Extended Treatment & Care Coordinator I, SR Vocational Rehab Counselor, Social Worker III, Vocational Evaluator II, Unit Program Coordinator (DD & M/I), Chaplain, Human Relations Counselor, HHSPA III, Developmental Disabilities Prog Mgr III

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Skill in assessing the performance of the organization and to take corrective actions or direction changes as necessary. Ability to makes sense of, combine, and organize information into meaningful patterns. Ability to develop, interpret, and evaluate policies and procedures. Highly developed knowledge, understanding, and application of the competencies required to be successful in the job family. Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Ability to implement new systems and evaluate their effectiveness.

Minimum Education & Experience

Bachelor’s degree, appropriate licensure, and agency specified years of experience in appropriate functions. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment. Certain jobs types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

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| SC7006 | Human Svcs VI | Grade 107 |
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Level Definition:

Individuals at this level must have gained an advanced level of knowledge of the structure and mission of the agency. Must also have experience to define, direct, and provides leadership for highly complex and challenging case management, program development, program coordination, crisis intervention, and counseling. May direct a medium sized social service and economic assistance program at the county level. Most often manages the work of others either directly or indirectly.

Jobs at this level include:

Client Asst Prog Admin II, County Social Svcs Dir II-III, Mental Illness Extended Treatment & Care Coordinator II, Regional DD Prog Admin, Regional Rep Social Svcs Prog, Regional Representative- Economic/Med Assistance, Supervisor-Clinician, HHSPA IV-V, Treatment Coordinator DOCR

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Advanced ability to develop, interpret, and evaluate policies and procedures. Advanced ability to implement new systems and evaluate their effectiveness. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards. Advanced ability to develop, interpret, and evaluate policies and procedures. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

Minimum Education & Experience

Bachelor’s degree, appropriate licensure, and agency specified years of experience in appropriate functions. In addition to minimum requirements defined for lower levels, hiring agency may specify education, experience and/or additional qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment. Certain jobs types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.