City of Fort Worth, Texas
Job Description

Classification Title	Human Services Specialist		
Job Code:	TC5220	**Job Family:**	Technical/Para-Professional
Pay Grade	508	**Date Reviewed:**	07/18/15
FLSA Status	Nonexempt	**Date Revised:**	

GENERAL SUMMARY

Performs a variety of administrative duties in crisis intervention service, determination of applicant eligibility and performance intake duties and/or implementation of human service programs in assigned human services program area for a division/department.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Conducts eligibility or victim assessment and intake duties for assigned human services program area including municipal court, public health, public library, police, day labor center and parks and community service.
2. Receives and processes initial or reactivated applications; reviews information provided to ensure application is complete and complies with program requirements; and assists victims with completing forms and applications.
3. Contacts applicant and schedules interview; conducts interview; obtains further documentation to supplement initial application in determining eligibility.
4. Contacts employers or other agencies to verify applicant information, income and special status, if applicable.
5. Within established guidelines for specific program, determines applicant eligibility for requested program or service; notifies applicant and refers to appropriate internal or external agencies.
6. Explains program policies, procedures, rules and regulations to potential applicants.
7. Conducts recertification duties on applicable programs; maintains file tracking for recertification date; and advises participant of recertification requirements.
8. Greets and assists visitors; provides information on program resources to potential applicants and the public; and builds community partnerships.
9. Maintains applicant files and records; inputs initial and subsequent data into computer system; and copies relevant documentation for files.
10. Performs other related duties as required.

11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When assigned to Municipal Court:

1. Acts as liaison for Community Court in providing information to citizens or prisoners regarding fine payments and explaining policies and procedures of time payment plans.
2. Interviews and determines eligibility for defendants requiring time payment plans or community service plans. Determines defendant physical ability for community service.
3. Monitors individual payments; follows up and makes recommendations on cases where individual has failed to appear or comply with payment plan.
4. Reviews jail report for prisoner disposition; processes and follows up on prisoner dispositions.

When assigned to Neighborhood Services:

1. Interviews and provides counseling to client; assesses client needs; provides referral to other agencies for a variety of needs including job referral, job training, financial training, food, housing, or other counseling services; manages case and follow up on client progress.
2. Assesses clients for special needs; makes recommendations for specific programs to meet these needs including rent assistance, gasoline vouchers, food vouchers, car seat programs, utility assistance for the elderly, referrals for replacement or repair of heating and cooling devices, and related community service programs.
3. Provides assistance in coordinating special center programs; coordinate activities with other groups including churches, the Salvation Army and other community organizations.
4. Serves as liaison with other community agencies and organizations to maximize resources and coordinate efforts to the community.

When assigned to Police Department:

1. Serves as Crime Prevention Specialist for the department. Educates, promotes and provides information through community events, newsletters, Nextdoor.com, Crime Watch meetings, Business Watch meetings, neighborhood associations, schools, various police divisions, and other city departments.
2. Performs missing person duties, ensures juvenile assignment to right unit, conducts initial and follow up investigations of runaway youth 16 and under, and assigns juvenile missing cases to Investigators. Reviews all Police Offense Reports relating to missing or runaway children. Dispatches officers for apprehension.
3. Reviews various reports and enters data into database; performs case management.
4. Produces child ID cards and fingerprints for identification purposes.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
  - Principles and practices in assigned human services program.
  - Rules, regulations and procedures of a variety of programs available in assigned human services area.
  - Community resources available in assigned program area.
  - Methods and techniques of interviewing clients in assigned program area or crisis intervention.
  - Policies and procedures of maintaining records and confidentiality in assigned program area.
  - Methods and techniques of interviewing potential applicants for program eligibility or crime victim compensation program.
  - Principles and practices of record keeping and file maintenance in assigned program.
  - Office equipment including computers, and supporting word processing and spreadsheet applications.
  - Pertinent Federal, State and local laws, codes and regulations.
  - Police Information Center.
  - National Center for Missing and Exploited Children; Child Protective Services; etc.
  - Child safety information.
  - Fingerprinting basics.
- **Skill in:**
  - Making sound decisions and using good judgment.
  - Prioritizing and time management.
  - Effective emotional coping.
  - Attention to detail.
  - Organization and work flow management.
  - Accounting.
  - Operating assigned equipment.
  - Data entry.
- Ability to:
  - Conduct eligibility assessments in assigned human services program area.
  - Ask appropriate questions without bias.
  - Work with diverse individuals, ethnicities and socio-economic backgrounds.
  - Convey court policies and procedures.
  - Apply policies, procedures, rules and regulations of specific agency in determining program eligibility.
  - Explain policies, procedures, rules and regulations in assigned program area.
  - Interview and assess program applicants.
  - Communicate clearly and concisely, both orally and in writing.
  - Maintain a variety of records and files.
  - Operate office equipment including computers and supporting word processing and spreadsheet applications.
  - Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM JOB REQUIREMENTS

Bachelor's Degree from an accredited college in Psychology, Sociology, Social Work or a related field and two years of experience in interviewing/eligibility assessment for a social services or related program.

OTHER REQUIREMENTS

Valid Texas Driver's License at the time of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.