



AN EQUAL OPPORTUNITY EMPLOYER
(WOMEN, MINORITIES, AND DISABLED ARE ENCOURAGED TO APPLY)

ANNOUNCES AN **OPEN RECRUITMENT** FOR:

HEALTH AND HUMAN SERVICES SPECIALIST III/IV

Application Deadline: HAS BEEN EXTENDED TO SEPTEMBER 19, 2019

DEPARTMENT: Health and Human Services
LOCATION: Countywide
SALARY: Range 57 \$3430 \$3605 \$3783 \$3971 \$4168**
Range 60 \$3684 \$3864 \$4058 \$4265 \$4475**
The above monthly salaries is paid over 26 pay periods annually.

****BENEFITS:** CalPERS Retirement System: Existing ("Classic") CalPERS members as of January 1, 2013, (2% at 55) – Inyo County pays employee contribution for current CalPERS members; new CalPERS members hired after January 1, 2013 (2% at 62) will be required to pay employee portion of retirement. Medical Plan – Inyo County pays a portion of employee and dependent monthly premium on PERS medical plans; 100% of employee and dependent monthly premium paid for dental and vision; \$20,000 term life insurance policy on employee. Vacation – 10 days per year during the first three years; 15 days per year after three years; 1 additional day for each year of service after ten years to a maximum of 25 days per year. Sick leave – 15 days per year. Flex (personal days) – 5 days per fiscal year. Paid holidays – 11 per year.

DEFINITION: To provide a range of paraprofessional and case management services under general supervision. For the Health and Human Services Specialist (HHS Specialist) I and II levels, such services include both direct client services and support to professional staff. For the journey-level HHS Specialist III and IV, incumbents provide a broad range of services and support, including educational and case management services with youth, transitional age youth, adults, and/or older adults.

CURRENT POSITION:

Child and Family: Position works in the Behavioral Health Child and Family Division (Male Preference).

ESSENTIAL JOB DUTIES:

HHS Specialist I: Under direct supervision, the HHS Specialist I may interpret and explain regulations and policy to clients; assist with a limited caseload; provide assistance to clinicians, social workers, nurses and/or other professional staff with such things as transportation of clients, collecting client documentation and coordinating communication with clients; work with other local agencies in obtaining necessary documentation for casework; provide support to professional staff, including: maintaining records and inputting data on computer, attending meetings and recording minutes, composing letters, completing reports, collecting and synthesizing data, and maintaining files, listings, and records; performs other related duties as assigned.

HHS Specialist II: Under general supervision and in addition to the tasks listed above, the HHS Specialist II may provide education on and/or referrals for child abuse prevention, drug and alcohol abuse prevention, health services, child care licensing requirements, and other human services topics; assist with the development of community and client needs assessments; and may present program information to individuals or groups in the community.

HHS Specialist III (MSS title: Social Service Aide): Under general supervision and in addition to the tasks listed above, the HHS Specialist III maintains a routine caseload of non-complex cases; provides support and case management to clients, such as individual case coordination, individual or group counseling, and skill building as part of a team serving children and families, transitional age youth, adults, and/or older adults; conducts ongoing client needs assessments and verifies needs by contacting other service providers; presents client assessments to professional staff for approval; completes narrative reports regarding a client's condition and services provided and/or recommended; enters data regarding case and client information and contacts into automated system(s);

makes client referrals to County and/or community resources, including medical services, mental health services, and social services; provides direct training and counseling to mentally ill and developmentally disabled clients on topics such as parenting, household management, nutritional meal preparation, budgeting, and household care;

monitors the medical and psychological care of clients; supervises visits between parents and children and reports observations to social workers; provides emergency child care; transports or accompanies clients to appointments for service or interviews; may testify in court hearings; acts as a liaison between clients and professional staff, individuals, and groups in the community served; directly assists families in using and learning about the resources of society, particularly medical, legal, and employment services; draws from experience and uses independent judgment to answer questions and provide education relating to various human services programs; maintains appropriate client service standards in compliance with federal, state, and local laws and regulations; maintains appropriate and timely records and documentation, as required; performs related duties as assigned; may be required to participate in the after-hours on call rotation, as assigned.

HHS Specialist IV: Under general supervision and in addition to the tasks listed above, the HHS Specialist IV performs duties comparable to an HHS Specialist III, but works with more independence, performs a wider range of duties, and works with the more complex client situations including crisis assessment, management and intervention; and independently assesses client needs and develops individual client case plans. Both the HHS Specialist III and IV may be required to participate in the after-hours on call rotation, as assigned.

EMPLOYMENT STANDARDS

Education/Experience:

HHS Specialist I:

Path 1 Either a high school graduate or equivalent with one year of full-time experience performing paraprofessional¹ or clerical duties; OR

Path 2 Relevant volunteer experience with the County of Inyo performing paraprofessional or clerical duties may be substituted for all or part of the work experience requirement.

HHS Specialist II:

Path 1 Either one year of full-time experience as a Health and Human Services Specialist I;

OR

Path 2 High school graduate or equivalent with two years of experience performing paraprofessional or clerical duties.

Education beyond high school may be substituted for one year of the required work experience on the basis of one year of full-time education equivalent to one year of experience. **Applicants must submit their transcripts and/or detailed report of the units completed for relevant course work.**

HHS Specialist III:

Path 1 Either two years of full-time experience performing paraprofessional duties comparable to a Health and Human Services Specialist II;

OR

Path 2 Two years of full time experience in a public or private Health or Human Services agency providing services to disadvantaged adults and/or children;

OR

Path 3 Equivalent to completion of two years of college, including 15 semester or 22 quarter units in social welfare, social/human service, psychology, sociology, or other social or behavioral science or related field. **Applicants must submit their transcripts and/or detailed report of the units completed for relevant course work.**

HHS Specialist IV:

Path 1 Either one year of experience performing duties comparable to the HHS Specialist III AND Equivalent to completion of two years of college, including 15 semester or 22 quarter units in social welfare, social/human service, psychology, sociology, or other social or behavioral science or related field. **Applicants must submit their transcripts and/or detailed report of the units completed for relevant course work;**

OR

Path 2 Three years of experience performing duties as a Health and Human Services Specialist III;

OR

Path 3 A bachelor's degree in a closely related field.

¹*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.*

Knowledge of:

Entry/training level: Appropriate professional interpersonal skills; correct English usage, spelling, grammar, and punctuation; IBM- compatible computers and software; some Internet familiarity; use of media as a communication tool.

Journey level: In addition to the requirements listed above for the entry level positions: Basic processes, systems, and regulations relevant to the division to which this position is assigned (e.g. Behavioral Health, Social Services, Public Health, First 5); basic community resources useful to clients served; basic methods and attitudes involved in the care and support of the target client population; rapport building techniques; effective counseling and intervention techniques.

Ability to:

Entry/training level: Compose basic business letters and professional correspondence; provide professional telephone and in-person responses to members of the public; operate office equipment such as photocopy machine, facsimile machine, typewriter, computer; make public presentations occasionally; balance and prioritize multiple tasks at the same time; prepare accurate and timely reports; think quickly and respond appropriately to unexpected client behavior; establish and maintain effective working relations with co-workers, outside organizations, and the public; perform detailed procedures with accuracy and efficiency, and maintain confidential information in accordance with legal standards and/or County regulations

Journey level: In addition to the requirements listed above for the entry level positions: Assess people for physical and/or mental health needs and related issues; recognize and report specific indications of need for medical, social, or behavioral health services; interview persons to obtain a variety of information applicable to the provision of health and human services; understand and accept differences in human behavior resulting from cultural, economic or other forms of deprivation; effectively instruct children, adults, and older adults, including those with physical and mental disabilities in basic life skills, including parenting and household skills; deal with physically and sexually abused children.

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb stairs, kneel, twist, and reach; occasionally walk on uneven ground; talk and hear clearly and concisely to communicate with general

public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and occasionally lift and/or carry and/or move objects up to 50 lbs.

Typical Working Conditions:

Assigned work is regularly performed in an office or clinic setting, and occasionally in a client's home, in a community setting, or in the outdoor environment. Incumbent will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

SPECIAL REQUIREMENTS: Must be able to travel, either alone or with clients, within Inyo County routinely in the course of work, and occasionally travel outside Inyo County in the course of work; may be required to work flexible hours including evenings and weekends on some occasions; must possess a valid California driver's license. Consistent attendance is an essential function of the position.

Core Competencies:

The core competencies listed below and the ability to immediately demonstrate these competencies consistent with the position's level in the department and the specific work assignment:

Intensity: Goes after the goal with passion; is results oriented, and gets the job done. *Key Concepts:* Risk-taker; results-oriented; and initiative driver.

Ethical Behavior: Does what is right regardless of temptations and pressures to do otherwise; upholds the public's trust; and conducts self-according to a set of principles. *Key Concepts:* Respect; trust; responsible; fair; and caring.

Influence: Affects successful outcomes for the organization through the use of masterful leadership, collaboration, and a keen understanding of the organization, its goals, and the interests of all parties. *Key Concepts:* Engaged; collaborative; strategic orientation; situational awareness; organizationally savvy; inspirational; energizing-empowering; team orientation; and change agent.

Commitment: Successfully builds relationships with and promotes involvement of diverse groups; considers the needs of diverse clients when developing policies and procedures related to service; works closely with diverse groups to identify and deliver services that meet their needs and the strategic objectives of the program; establishes customer service as the single purpose to which all resources are dedicated; focuses on delivering the best services possible to the public; focuses on customer needs; and is committed to public service. *Key Concepts:* Public servant; and customer service.

Interpersonal Skills: Possesses and uses versatile communication styles and approaches; understands the underlying psychology of why people act as they do and changes approach to affect positive outcomes; builds rapport throughout the organization; and develops human potential. *Key Concepts:* Staff development; communication; listening; delegation; recognition; and buy-in.

Resiliency: Is adaptable; takes direct action; leads by example; exhibits tenacity. This leader is ready, flexible, self-reliant, and has a reputation for finding opportunities in difficult situations. *Key Concepts:* Action-orientation; adaptability; flexibility; agility; tenacity; survivability; courage; confidence; and intuition.

Craftsmanship: Rejects the "good enough for government work" attitude; takes ownership of work done and results accomplished; takes pride in delivering quality services to customers; seeks out opportunities to develop new and creative solutions and programs; imagines possibilities; defines a vision, and works to bring vision into reality. *Key Concepts:* Innovative; imaginative; inventive; pride-in-work; accountability; self-development; and self-starter.

SELECTION: Selection procedures will be determined by the number and qualifications of applicants and may include a qualification screening, skills examination, and oral interview.

APPLICATION: **This recruitment has been extended.** Applications **must be received** in the Personnel Office, P.O. Box 249, Independence, CA 93526, **no later than 5:00 p.m., September 19, 2019 (postmarks not accepted).** Must apply on Inyo County application form. A cover letter and/or resume will be accepted in addition to the application form but will not serve as a substitute for a completed application. **It is not acceptable to complete the application with statements like "See/Refer to Resume" or "See Attached".** Incomplete applications will not be processed.

REASONABLE ACCOMMODATION FOR INDIVIDUALS WITH QUALIFYING DISABILITIES: Inyo County will make reasonable efforts in the examination process on a case-by-case basis to accommodate persons with disabilities. If you have special needs, please contact (760) 878-0377 prior to the examination process.

CITIZENSHIP/IMMIGRATION STATUS: Inyo County hires only U.S. citizens and lawfully authorized non-citizens in accordance with the Immigration Reform and Control Act of 1986.

The County of Inyo has work sites located throughout Inyo County in the Owens Valley (Independence, Bishop, Lone Pine, Big Pine, and Olancho) and Death Valley area (Death Valley, Shoshone, and Tecopa). **All County positions are considered Countywide positions.** Positions may be temporarily or permanently reassigned to a work site based upon the needs of the County.