General Statement of Duties
Performs paraprofessional work providing direct services to families including supervised visitations and in-home services, participating in treatment planning with caseworkers and other community professionals, and referring families to community resources and services.

Distinguishing Characteristics
This class provides direct services to families including supervised visitations and in-home services, participates in treatment planning with caseworkers and other community professionals, and refers families to community resources and services. This class is distinguished from a Social Case Worker that performs standard performance level social case work services including case management, counseling, referral, placement, and assessment/evaluation on less complex assignments and receives supervision on more complex assignments. The Human Service Advocate is distinguished from the Youth Worker that provides supervision and implements behavioral/educational programs for youth residents, maintains a safe environment where youth are housed and involved in programmatic activities, observes and documents the interaction and behavior of youths engaged in various daily activities, and works in collaboration with other professional staff to establish and/or meet the goals of the treatment plan. The Human Service Advocate is distinguished from the Human Service Supervisor that performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families/children including supervising visitations and in-home services.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
None
**Essential Duties**

Provides direct services to families including supervised visitations and in-home services, develops supportive relationships with families, and monitors the safety of children in the home and during supervised visitations.

Participates in treatment planning with caseworkers and other professionals working with families, provides needed level of supervision based on the treatment plan, establishes specific goals with family members that support the specifications of the treatment plan, documents observations and interventions, and provides family members with productive feedback.

Ascertains a family’s current situation, works in conjunction with the family and the caseworker to determine priorities, and describes to family members available services and community resources.

Provides hands on services to family members in an interactive manner including teaching parents household skills (cleaning/cooking), nutrition, budgeting, time management, parental education and other life skills.

Provides families with information and available community services and resources and assists families develop informal community support systems.

Documents case progress and contacts with clients and prepares monthly summary reports of each case.

Testifies in Juvenile Court regarding parent/child interaction as needed.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Influencing/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
**Knowledge & Skills**

Knowledge of available community resources sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of the emotional needs of families and children sufficient to be able to perform a variety of duties related to the work assignment.

**Education Requirement**

Associate’s Degree in Sociology, Psychology, Human Services, Child Development, or a related field.

**Experience Requirement**

One (1) year of experience providing services to families and children.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to varying and unpredictable situations.
Subject to many interruptions.
Makes home visits.
Subject to traffic, roadways, and pedestrians.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: transporting an object usually by hand, arm, or shoulder.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Depth Perception: Ability to judge distance and space relationships.
Far Acuity: Ability to see clearly at 20 feet or more.
Field or Vision: Agility to see peripherally.
Near Acuity: Ability to see clearly at 20 inches or less.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Employment Verification
Education Check
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: A-612
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: