

## **HUMAN SERVICES SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** Employees in this entry-level service title perform a variety of administrative and clerical tasks, including participant (\*) case management activities. Human Services Specialists administer services and activities of case management programs for RHA participants to help them succeed as tenants and neighbors, parents, students, and wage earners who can live without assistance. Incumbents may be expected to organize social and community service events and arrange for human services assistance and intervention for participants. Employees work independently, with general supervision from management staff. Related work is performed as required.

*\* For purposes of this document, the general term of 'Participant' will be used to refer to Applicants, Tenants, Residents, and Participants, both prospective and current.*

### **TYPICAL WORK ACTIVITIES:**

- Conducts orientations (i.e. Family Self-Sufficiency), recruits, monitors progress and goal completion, and periodically recertifies program participants for housing eligibility according to HUD rules and regulations;
- Follows up with tenants on a monthly basis regarding inspection issues;
- Assesses participants' educational and training needs, childcare, transportation, and health care needs, and coordinates an Individual Training and Services Plan within guidelines, completing enrollments;
- Interviews new and current participants to obtain data regarding income and household expenses and to collect documents of proof;
- Verifies that information provided by participants is accurate by inspecting documents and contacting social service agencies, employers, Social Security, schools, and judicial system by phone or mail;
- Determines eligibility and suitability of participants for participation in programs;
- Counsels participants regarding credit by obtaining credit reports, assists with credit disputes, and makes referrals to area credit services;
- Refers participants to various community-based agencies to meet family needs and prepare for home ownership program;
- Tracks and evaluates program outcomes, including establishing/monitoring participants' escrow accounts;
- Computes income and expenses to determine participants' housing eligibility and set rental charges according to the Authority's policies and HUD rules and regulations;
- Coordinates training and home ownership fairs, wellness and life skills clinics, and other services to assist participants toward self-sufficiency;
- Corresponds and provides customer service to participants regarding re-certifications, failed inspections, and voluntary withdrawals using a personal computer (includes, but not limited to letters, memos, simple reports, and a variety of forms and ledgers);
- Maintains participant records;
- May contact various human service agencies and refers tenants to such organizations as visiting nurses, Department of Social Services, medical transportation, and youth and family counseling;
- May be assigned to represent the Housing Authority at events or taskforces sponsored by community service and outreach organizations.

### **ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of community resources such as education/training, health programs, and service providers;
- Knowledge of case management principles, procedures, and practices;
- Ability to maintain confidentiality of information;
- Ability to multi-task and be efficient, meet schedules and timelines, and to demonstrate ability to work independently with little direction;

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES continued:**

- Ability to communicate effectively and professionally with staff, management, and participants both verbally and in writing;
- Ability to handle daily caseload and maintain files, which includes lifting (up to 25 pounds) and transporting of files;
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals;
- Ability to write clearly and transfer and transcribe written and oral information accurately;
- Ability to add, subtract, multiply, divide, and calculate percentages;
- Ability to read and understand complex regulations, procedures, and guidelines;
- Ability to explain rules and guidelines in terms appropriate to the audience;
- Ability to interview individuals in order to obtain necessary information, both in person and by telephone;
- Ability to evaluate impartially the validity of information given by all parties in a dispute;
- Ability to be firm and professional in explaining and enforcing rules and guidelines;
- Ability to maintain a professional demeanor and maintain control in stressful situations;
- Ability to express compassion and empathy when appropriate;
- Ability to work with a diverse group of people;
- Ability to provide good customer service;
- Ability to operate a personal computer;
- Ability to access multi-story buildings with varying access methods (stairs, elevators, ramps);
- Ability to perform in various work environments such as an office, apartments, houses, and outside areas;
- Willingness to work in environments of varying living conditions, as well as extreme weather when traveling between RHA sites.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

- All entry level KSA's, PLUS
- Knowledge of federal, state, and local housing and social service program guidelines and regulations;
- Knowledge of local social and medical services and their referral policies and procedures;
- Knowledge of RHA policies and procedures as they apply to the job of a Human Services Specialist.

**MINIMUM QUALIFICATIONS:**

High school diploma or Equivalent; **AND**

- I. Associate's degree in Human Services or a related area, **AND** one (1) year of full-time work experience or its part-time equivalent involving all listed, human services intake, assessment, and referral making determinations based on complex rules or guidelines ongoing case management;

**OR**

- II. Three (3) years of full-time work experience or its part-time equivalent as described in I.

**SPECIAL REQUIREMENTS:**

Possession of a Class D New York State Motor Vehicle Operator's license at time of appointment, which must be maintained throughout tenure in this title.

ADOPTED: JULY 23, 2015

REVISED: JUNE 28, 2016