

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

SERVICES SPECIALIST ASSISTANT

JOB DESCRIPTION

Employees in this job perform a variety of activities that support the implementation of the services plans developed by Services Specialists who provide services to socially and economically disadvantaged individuals in programs such as protective services, foster care, adoption, juvenile justice, foster home licensing and adult services.

There are three classifications in this job.

Position Code Title - Services Specialist Asst-E

Services Specialist Assistant 8

This is the entry level. The employee works in a learning capacity receiving close supervision.

Services Specialist Assistant 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of services specialist assistant activities.

Services Specialist Assistant E10

This is the experienced level. The employee performs a full range of services specialist assistant assignments using considerable independent judgment.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts home calls to monitor and follow-up on client participation in treatment plan activities as developed by Services Specialist; identifies potential barriers; assists clients in overcoming barriers; and, discusses potential consequences. Advises Services Specialist if issues require further intervention.

Contacts service providers to identify services to meet client needs.

Provides treatment plan information and contacts resources to coordinate referrals and services. Provides follow up and monitors delivery of services; advises Services Specialist of issues that require intervention.

Supervises visitation and observes parent-child interactions; intercedes in inappropriate parent-child interactions; identifies issues; and, advises Services Specialist if issues require further intervention.

Functions as a "wrap-around" team member and monitors implementation of treatment plan that includes monitoring discipline and child safety issues, and reports back to Services Specialist.

Compiles required documentation of case management in support of Services Specialist.

Proposes recommendations to modify treatment plans.

Responds to routine client calls and inquiries; documents issues and responses; and, follows-up with Services Specialist.

Participates in team decision-making meetings.

Verifies and documents that foster parents obtain required initial and ongoing training to retain foster homes licenses.

Schedules, coordinates, and presents foster parents' orientations.

Obtains verifications that licensing requirements are met.

Assists foster parents in meeting requirements by scheduling physicals, dental exams, and immunizations.

Accompanies Services Specialists to home calls as necessary.

May testify in court as necessary.

Transports clients to court hearings, clinic appointments, placement homes, and other appointments or organizations to facilitate client success in meeting treatment plan requirements.

Collects samples for drug/alcohol screening.

Assists clients in completing applications and required documents.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of interviewing and data gathering techniques to gather information about client circumstances and needs.

Knowledge of the needs and problems faced by socially and economically disadvantaged individuals and their families.

Knowledge of community resources, programs, private and public organizations, and services available to assist vulnerable client population.

Knowledge of cultural and subcultural values and patterns of behavior.

Knowledge of safety issues when making home visits especially the potential for, and acknowledgement of, dangerous situations when visiting clients' homes.

Ability to use initiative and discretion in making decisions.

Ability to communicate with individuals who have emotional or mental problems and with members of different cultural or subcultural groups.

Ability to read, interpret, apply, and explain various programs and services that are available.

Ability to develop and maintain documentation, prepare reports and develop correspondence related to the work.

Ability to maintain favorable public relations.

Ability to work independently.
Ability to follow oral and written instructions.
Ability to organize work and establish priorities.
Ability to operate a motor vehicle.
Ability to maintain confidentiality.

Working Conditions

Services are provided in either the office or the client's home.
Some assignments require considerable travel.
Some jobs require an employee to work in adversarial situations.
Some jobs require an employee to work in a hostile environment.

Physical Requirements

None

Education

Completion of two years of college (60 semester or 90 term credits) with a minimum of 15 semester (23 term) credits in social welfare, social work, sociology, psychology, family ecology, family and/or child development, counseling and guidance, or criminal justice.

Experience

Services Specialist Assistant 8

No specific type or amount is required.

Services Specialist Assistant 9

One year of experience equivalent to a Services Specialist Assistant 8.

Services Specialist Assistant E10

Two years of experience equivalent to a Services Specialist Assistant 8 or one year equivalent to a Services Specialist Assistant 9.

Alternate Education and Experience

Services Specialist Assistant 8 - E10

Six years of experience equivalent to the Youth Specialist, including four years equivalent to a Youth Specialist E9, three years equivalent to a Youth Specialist 10, or two years equivalent to a Youth Specialist Supervisor 11 may be substituted for the education.

Special Requirements, Licenses, and Certifications

Possession of a valid driver's license.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

Job Code Description

SRVSPLAST

SERVICES SPECIALIST ASSISTANT

Position Title

Position Code

Pay Schedule

Services Specialist Asst-E

SRVSPLAE

W22-001

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09/13/2012