

### **Job Family Description**

Jobs whose primary duties generally involve assistance, support, and/or management activities that are intended to improve the quality of life of defined service populations.

SC7001	<b>Human Svcs I</b>	Grade 102
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#### **Level Definition:**

Work activities are associated with performing basic resident care for individuals in special populations such as children, elderly, those living with mental illness, development disabilities, or disabled veterans. Work may consist of direct care, assistance, training, household duties, and/or personal care. Positions perform work under general supervision.

#### **Knowledge Skills & Abilities**

Ability to communicate effectively in writing and verbally. Ability to accurately follow both written and verbal directions. Ability to interact effectively with others in a professional manner. Skill in collecting and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately and timely. Ability to use tools necessary for assigned work. Knowledge of assigned practices and procedures. Knowledge regarding policies, procedures, guidelines, and standards related to client care and programs. Ability to store and prepare food in a safe manner.

#### **Minimum Education & Experience**

High School diploma or equivalent, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification experience and/or certifications.

SC7002	<b>Human Svcs II</b>	Grade 103
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#### **Level Definition:**

Work activities are associated with performing basic resident care for individuals in special populations such as children, elderly, those living with mental illness, development disabilities, or disabled veterans. Work may consist of direct care, assistance, training, household duties, and/or personal care. May assume a lead role at times. Work at this level is more complex and individuals exercise a greater degree of independence as required for planning, development, and evaluation of daily living programs. Therefore, a greater degree of knowledge is required. Work is performed under limited supervision.

#### **Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to analyze, monitor, and input records. Skill in collecting, organizing, and analysis of semi-complex data. Knowledge of records administration and maintenance. Ability to process and handle confidential information with

discretion. Knowledge of resources available to meet client needs. Greater level of knowledge regarding policies, procedures, guidelines, and standards related to client care and programs.

**Minimum Education & Experience**

High School diploma or equivalent, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or additional qualifications depending on the position to be filled.

SC7003	<b>Human Svcs III</b>	Grade 104
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**Level Definition:**

Work involves the supervision of those performing the activities in the first two levels of this family. Work consists of planning, designing, administering, and evaluating the programs for the same clientele, or assisting licensed addiction counselors in delivering treatment to individuals, families, and groups. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to handle difficult and stressful situations with composure. Skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Ability to devise solutions to problems. Skill in assessing the performance of others. Knowledge of inventory control. Ability to interpret and apply regulations, policies, and procedures. Proficient level knowledge of client needs assessment techniques.

**Minimum Education & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, certification, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC7004	<b>Human Svcs IV</b>	Grade 105
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**Level Definition:**

Individuals in positions assigned this classification independently manage a more complex caseload and perform admission assessments and treatment planning. Often work involves significant responsibility for of a department including budget coordination. Work at this level is

of a highly complex and sensitive nature and requires a high degree of knowledge, skills, and abilities and/or specialization in specific subject matter. Work activities involve decision-making within parameters of approved policies and procedures. Often work at this level is considered a working supervisor.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to set priorities and determine workflow. Skill in evaluating alternative solutions, conclusions, or approaches to problems. Skilled at conducting and analyzing basic research and communicating results. Skilled in developing intervention or treatment plans.

**Minimum Education & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, certification, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC7005	<b>Human Svcs V</b>	Grade 106
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**Level Definition:**

Individuals at this level must have gained a higher level of knowledge of the structure and mission of the agency. Must also have experience to perform more complex case management, program development, crisis intervention, and counseling. May direct a small social service and economic assistance program at the county level. Often manages the work of others. Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within an agency.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Skill in assessing the performance of the organization and to take corrective actions or direct changes as necessary. Ability to makes sense of, combine, and organize information into meaningful patterns. Ability to develop, interpret, and evaluate policies and procedures. Highly developed knowledge, understanding, and application of the competencies required to be successful in the job family. Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Ability to implement new systems and evaluate their effectiveness.

**Minimum Education & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending

on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC7006	<b>Human Svcs VI</b>	Grade 107
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**Level Definition:**

Individuals at this level must have gained an advanced level of knowledge of the structure and mission of the agency. Must also have experience to define, direct, and provides leadership for highly complex and challenging case management, program development, program coordination, crisis intervention, and counseling. May direct a medium sized social service and economic assistance program at the county level. Most often manages the work of others either directly or indirectly.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels –Advanced ability to develop, interpret, and evaluate policies and procedures. Advanced ability to implement new systems and evaluate their effectiveness. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

**Minimum Education & Experience**

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

*Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.*