

**LOUISA COUNTY - DEPARTMENT OF HUMAN SERVICES**  
**Family Services Specialist**

**Summary:**

Under the direction of the Family Services Unit Manager, the Family Services Specialist specializes in program areas and assumes more complex duties such as: interviewing/investigating in cases involving suspected child abuse/neglect, foster care, adult abuse/neglect, out-of-home investigations, emergency protective orders and testifying in legal proceedings. Employees have contact with others and influence outcomes by participating on task forces, strategic planning, mentoring, teaching and conducting outreach. Programs areas generally include Child Protective Services, Foster Care and Adult/Adult Protective Services. The Family Services Specialist may report to the Director or Services Supervisor. In addition, LDHS employees are required to staff Emergency Shelter Operations as needed.

**Essential Functions of the Position:**

- Monitors, coordinates, and administers specific assigned programs.
- Coordinates services within specific area of responsibility.
- Writes service plans to meet identified needs in areas such as physical/mental health and housing, and presents cases to determine appropriate services.
- Interprets laws, policies and regulations as applied to specific area of responsibility.
- Conducts overall monitoring of programs in specific area of responsibility.
- Provides after hours on-call coverage and responds to emergencies in child/adult protective services.
- Testifies in Court proceedings.
- Represents the agency at various functions such as making speeches at civic and business associations, providing training and workshops on child/adult abuse and neglect for public and private organizations.
- Prepares documentation according to state policies and guidelines.

**Knowledge, Skills and Abilities:**

Candidates must have a demonstrated and proven understanding of sound social work principles and practices, including leadership approaches, strong analytical and organizational skills, be detail oriented and able to demonstrate excellent professional and administrative judgment.

In addition, candidates must be able to demonstrate a proven understanding of human behavior and motivational theory; laws, policies, and regulations relating to human services program areas, including investigating and interviewing techniques and legal procedures as related to program area(s) and social, economic, and health problems.

The ability to interpret program laws, policies and regulations; develop and implement service plans, along with the ability to analyze case information to make sound judgments within the framework of existing laws, policies, and regulations is crucial to insure the delivery of appropriate services to the client.

Exceptional communication skills, oral and written, as well as excellent customer service skills are crucial to respond to a broad range of clients, both internal and external. This includes, but is

not limited to, investigating, interviewing, assessing needs, counseling and referring clients to other resources as needed. This also includes investigating high risk cases and testifying in court proceedings.

Proven time management skills are necessary in order to plan and manage one's own work activities including service delivery, preparing reports and correspondence, record keeping responsibilities and related activities.

Requires strong interpersonal and public interaction skills to be able to establish and maintain successful professional working relationships with outside agencies, County staff, government officials and citizens.

Strong computer skills are required to operate a personal computer (word processing and spread sheet) and the associated agency software and technology to establish and maintain accurate and complete case records, and to access, manipulate and verify data.

A working knowledge of office practices and procedures, grammar, and punctuation; typing skills, along with the ability to read, spell proofread, file alphabetically, numerically and chronologically.

A proven ability to maintain professional ethics to handle sensitive matters with tact and diplomacy along with the ability to maintain confidentiality even in stressful situations is critical.

Must be able to demonstrate sound analytical, and problem solving skills, effective listening skills and the ability to understand and follow directions.

The ability to exercise discretion, tact and resourcefulness and make independent decisions in accordance with established policies and procedures when problem solving.

The ability to accurately create and prepare reports and the ability to compose and prepare effective correspondence is also required.

Keep abreast of current trends and developments in the social work field and notify supervisor of such developments when appropriate.

Mathematical skills required to calculate percentages, formulas and averages to solve mathematical problems and make mathematical computations with accuracy.

Regular attendance is required in adherence with County policies and procedures regarding absences and tardiness and requesting time off from work.

**Education, Training, and Experience:**

The position requires a minimum of a Bachelor's degree in a Human Services field or minimum of a Bachelor's degree in any field with a minimum of two years of appropriate and related experience in a Human Services area (Section 22VAC40-670-20 of the Administrative Code of Virginia) and considerable experience in assigned program area and completion of required training programs or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Possession of a BSW or MSW degree and a Commonwealth of Virginia Social Worker license are desirable.

**Working Conditions:**

- **Environmental:** Work is typically performed in an indoor setting. The department is currently open Monday through Friday from 8:30 a.m. until 5:00 p.m. This position will require a flexible schedule to accommodate the needs of the Department and the County to include evening, weekend and occasional holiday hours.
- **Physical Effort:** Light to moderate work, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Hazards:** No known environmental hazards indicated for this position.

**Special Conditions or Requirements:**

- Must be willing to submit to a criminal background and Motor Vehicles check.
- Must consent to drug testing consistent with Louisa County's Drug-Free Workplace Policy.
- Must possess a valid Driver's License.
- Must maintain a driving record consistent with insurance industry standards in order to drive a County vehicle
- Twelve (12) month probationary period

**Disclaimer:**

This information is of a general nature, and is not intended to be a comprehensive description of each and every duty. This position is also responsible for performing other duties as assigned.

EOE  
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