



## **HEALTH AND HUMAN SERVICES SPECIALIST II**

**DEFINITION:** To provide a range of paraprofessional and case management services under general supervision. For the Health and Human Services Specialist (HHS Specialist) I and II levels, such services include both direct client services and support to professional staff.

### **ESSENTIAL JOB DUTIES:**

**HHS Specialist I:** Under direct supervision, the HHS Specialist I may interpret and explain regulations and policy to clients; assist with a limited caseload; provide assistance to clinicians, social workers, nurses and/or other professional staff with such things as transportation of clients, collecting client documentation and coordinating communication with clients; work with other local agencies in obtaining necessary documentation for casework; provide support to professional staff, including: maintaining records and inputting data on computer, attending meetings and recording minutes, composing letters, completing reports, collecting and synthesizing data, and maintaining files, listings, and records; performs other related duties as assigned.

**HHS Specialist II:** Under general supervision and in addition to the tasks listed above, the HHS Specialist II may provide education on and/or referrals for child abuse prevention, drug and alcohol abuse prevention, health services, child care licensing requirements, and other human services topics; assist with the development of community and client needs assessments; and may present program information to individuals or groups in the community.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience:**

**HHS Specialist I:** Either a high school graduate or equivalent with one year of full-time experience performing paraprofessional<sup>1</sup> or clerical duties; **OR** relevant volunteer experience with the County of Inyo performing paraprofessional or clerical duties may be substituted for all or part of the work experience requirement.

**HHS Specialist II:** Either one year of full-time experience as a Health and Human Services Specialist I; **OR** High school graduate or equivalent with two years of experience performing paraprofessional or clerical duties.

Education beyond high school may be substituted for one year of the required work experience on the basis of one year of full-time education equivalent to one year of experience.

<sup>1</sup>*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.*

**Knowledge of:**

**Entry/training level:** Appropriate professional interpersonal skills; correct English usage, spelling, grammar, and punctuation; IBM-compatible computers and software; some Internet familiarity; use of media as a communication tool.

**Ability to:**

**Entry/training level:** Compose basic business letters and professional correspondence; provide professional telephone and in-person responses to members of the public; operate office equipment such as photocopier machine, facsimile machine, typewriter, computer; make public presentations occasionally; balance and prioritize multiple tasks at the same time; prepare accurate and timely reports; think quickly and respond appropriately to unexpected client behavior; establish and maintain effective working relations with co-workers, outside organizations, and the public; perform detailed procedures with accuracy and efficiency, and maintain confidential information in accordance with legal standards and/or County regulations.

**Typical Physical Requirements:** While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb stairs, kneel, twist, and reach; occasionally walk on uneven ground; talk and hear clearly and concisely to communicate with general public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and occasionally lift and/or carry and/or move objects up to 50 lbs.

**Typical Working Conditions:** Assigned work is regularly performed in an office or clinic setting, and occasionally in a client's home, in a community setting, or in the outdoor environment. Incumbent will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

**SPECIAL REQUIREMENTS:** Must be able to travel, either alone or with clients, within Inyo County routinely in the course of work, and occasionally travel outside Inyo County in the course of work; may be required to work flexible hours including evenings and weekends on some occasions; must possess a valid California driver's license. Consistent attendance is an essential function of the position.