



SOCIAL SERVICE SPECIALIST

Department: Assigned Counsel
Job Class #: 350600
Pay Range: Professional 04

FLSA: Non-Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: Highly responsible case management, crisis management, and service referral work for the Department of Assigned Counsel. An incumbent in this classification works with attorneys to provide release planning, case management, crisis management, advocacy, and referral of services to clients. An employee may be assigned to work with attorneys and clients in dependency or criminal proceedings.

ESSENTIAL FUNCTIONS:

- Collect data concerning client(s).
- Coordinate services between providers, state, county and community resource partners and DAC.
- Enroll client in approved service(s) and assure funding has been approved.
- Prepare release and service plans for the client as directed to assist attorney in securing favorable client outcomes.
- Attend committee meetings and service staffings.
- Conduct client observation, assessments and studies.
- Provide supportive counseling, crisis intervention and assistance in following through with provided services.
- Prepare and maintain accurate documentation with providers and the attorney to help support client's case. Prepare and submit reports monthly. Provide service referrals; assist clients in accessing the services; provide follow-up with participants and/or referral agencies to ensure progress toward established goals.
- Maintain an extensive referral network of professionals to access services as client needs become known.
- Provide research for the attorney on specific topics.
- Provide testimony at court hearings and/or provide support to the client during such proceedings.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: This job class does not supervise. Work performed involves the use of independent judgment in limited areas and is performed under the general supervision and direction of an Administrative Supervisor.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Social Service Specialist works in an office environment and/or in the field on a regular basis. Due to the nature of the work, the incumbent may be exposed to situations of a highly emotional nature; incumbents are expected to use verbal skills to independently resolve interpersonal situations to achieve desired results. Incumbents are

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exposed to various living situations and lifestyles. Work is generally completed on a regularly scheduled basis; however, daily work hours may vary. Completion of job duties outside of normal scheduled hours may be required. Work is subject to frequent interruptions and noise levels are varied based on the work locations.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Lifting requirements vary depending on job assignment. Incumbents will be required to climb stairs and/or ramps when accessing client's homes. Travel to various work sites throughout the region is required; public transportation may not be available to all locations required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Community resources in the social service field.
- Effective counseling, problem-solving, communication and listening techniques.
- Specific program rules and regulations, procedures and guidelines.
- Principles and practices of mental health intervention services; and applicable federal state and local laws, rules, regulations and policies and procedures.

Skill in:

- The use of interpersonal and verbal skills to defuse emotional situations, calm upset individuals, allay fears and lessen confusion.
- MS Office 360
- Data collection and use of data reporting software.

Ability to:

- Identify needs, record data and complete and maintain necessary documentation, and do follow-up work in timely manner.
- Operate a personal computer.
- Work in partnership with a variety of state, federal and county community participants.
- Facilitate and conduct oral presentations.
- Handle stressful situations.
- Maintain harmonious working relations with co-workers, clientele, service providers, funding agencies and the public.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

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MINIMUM REQUIREMENTS TO APPLY:

Bachelor's degree in law, social services, human services, behavioral science, criminal justice or an allied field is required. Two years of social service experience in the criminal justice system preferred. Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute on a year for year basis for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Applicant must be able to pass a Pierce County background check, which includes a criminal history check prior to employment. Possession of, or the ability to obtain a valid Washington State Driver's License or otherwise meet the travel requirements of the position is required prior to appointment.