



THE CITY OF REDWOOD CITY
INVITES APPLICATIONS FOR:

CONTRACT HUMAN SERVICES SPECIALIST (BILINGUAL)

#2432

40 hours per week

SALARY:

\$25.00 - \$30.00 hourly

Closing Date: 5/15/2017 at 5:00pm
(Opened 5/5/2017)

Application Process

Apply online at

www.CalOpps.org

Member Agency: Redwood City

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Division upon submittal of application.

Selection Process

Interview tentatively scheduled for
Friday, May 19th, 2017

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job related qualifications. The most qualified applicants will be asked to participate in the testing process, which will consist of an interview with Parks, Recreation and Community Services Department staff.

ABOUT THE CITY



The City of Redwood City is a San Francisco Bay Area community located in the heart of Silicon Valley, the technology-rich region extending from the San Francisco shoreline to the foothills of the Santa Cruz Mountains. Redwood City is the third largest city within the County of San Mateo, with over 82,881 residents. The city enjoys an average of 255 sunny days a year, which it boasts via the city slogan: "Climate Best by Government Test". We are a community that believes in working together to maintain and improve our quality of life. In fact, the City Council of Redwood City

formally adopted a "Core Purpose" - *Build a Great Community Together*. This represents our commitment to community building, which is a crucial part of how we do business every day. Become a part of the team and join us in building a great community!

ABOUT THE POSITION

The City of Redwood City's Parks, Recreation, and Community Services Department invites you to apply for the full-time position of CONTRACT HUMAN SERVICES SPECIALIST (BILINGUAL) for the Fair Oaks Community Center (FOCC). The FOCC is a multi-service agency that offers a variety of programs and services provided by City staff and non-profit and public agency partners. This position serves as a caseworker in the Information and Referral/Emergency Services Program. Candidates must be familiar with San Mateo County human services resources. This job is primarily Monday through Friday, 8:00 a.m. to 5:00 p.m. with some evening and weekend hours.

Typical duties may include, but are not limited to the following: conducting needs assessments with clients; identifying options for direct services, financial assistance programs, and or referral to appropriate services available in the county; assisting clients with the necessary paperwork to access appropriate programs/services; providing crisis intervention; discussing personal problems and explaining available resources; providing case management and developing case work plans; maintaining accurate and timely records on all client contacts; participating in multi-disciplinary case conferences; and participating as a part of the team for the Fair Oaks Community Center.

THE IDEAL CANDIDATE

Will embrace the City's emphasis on providing excellent customer service; have an understanding of and experience with motivational interviewing; have a passion for working with low-income, special needs, and homeless populations; be detail oriented and able to manage multiple tasks; possess well-developed customer service, organizational, and computer skills; will be a team player who likes working with a variety of City staff and the public; have experience in the field of human services and have a good sense of humor.

MINIMUM QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:



BENEFITS

The successful candidate will enjoy the following benefits:

- Public Employees Retirement System (PERS) 2%@60 for current members, 2%@62 for new members
- Opportunity to select from a variety of health plans that are administered by PERS; Maximum City contribution is \$1,600/month
Dental & vision insurance
Employee Assistance Program
- Vacation leave: 10 days per year
- Sick leave of 12 days per year
- Fourteen paid holidays per year
- Fitness center access at City facilities
- Commuter program available (6 minute walk from Caltrain)

CITY VALUES

Our Core Purpose:
Build a Great Community Together

The values that guide us are:

- **EXCELLENCE:** Passion to do our best in each moment.
- **INTEGRITY:** Do the right thing, not the easy thing.
- **SERVICE:** We care and it makes a difference.
- **CREATIVITY:** Freedom to imagine and courage to act.

(L4)

Education & Experience

Education equivalent to a bachelor's degree in a human services field, possession of a Human Services Certificate of Proficiency, a Family Development Certificate of Completion, and/or three years of experience in human services work. Computer proficiency in Microsoft Word, Outlook, and Excel is required. Bilingual ability in Spanish and English is required.

Licenses & Certificates

- Incumbent may be required to travel between various locations during their scheduled work shift.
- Must possess a valid California Driver's License and satisfactory driving record.

Knowledge of:

- The importance of providing relentless customer service.
- Human Services Resources in San Mateo County.
- Methods of handling crisis situations.
- Asset based case management techniques.
- Motivational Interviewing.
- Microsoft desktop applications including Word, Excel, and Outlook.

Ability to:

- Effectively relate to people from all social, economic, and ethnic backgrounds
- Be empathetic and caring in the most adverse of situations.
- Be a good listener.
- Work well with people in a team capacity.
- Work under pressure.
- Deal with a high volume of clientele.
- Effectively work with community and public agencies.
- Work in a fast-paced environment performing multiple tasks with patience and flexibility.
- Exercise initiative and independent judgement as appropriate.
- Understand and carry out both oral and written directions.
- **Speak fluently in both English and Spanish.**

A City application including a supplemental questionnaire is required. Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check



**SUPPLEMENTAL QUESTIONNAIRE
CONTRACT HUMAN SERVICES SPECIALIST #2432
CITY OF REDWOOD CITY**

Please answer the following questions.

1. What attracts you to the position of Contract Human Services Specialist work at the Fair Oaks Community Center?
2. Please describe any work or volunteer experience you would like us to consider that has prepared you for the role of Human Services Specialist.
3. What attracts you to working with low-income, special needs, and homeless populations?

[The City of Redwood City is proud to be an Equal Opportunity Employer!](#)
*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.
Any provisions contained in this bulletin may be modified or revoked without notice.*

BUILD A GREAT COMMUNITY TOGETHER