

# EMPLOYMENT



# OPPORTUNITY

## HUMAN SERVICES SPECIALIST II #1923

### CASUAL POSITION

**OPEN UNTIL FILLED (Opened June 5, 2009)**

**\$3,598 - \$4,181/monthly**

### THE POSITION

**T**he City of Redwood City invites you to apply for a temporary casual position as a **HUMAN SERVICES SPECIALIST II** for the Fair Oaks Community Center. A person in this classification serves as a caseworker in the Information and Referral/Emergency Services Program. Candidates must be familiar with San Mateo County human services resources. The current opening is full-time, 40 hours per week, Monday through Friday, 8:00 a.m. to 5:00 p.m., and will be through the end of September 2009.

**Typical duties may include, but are not limited to the following:** interviewing clients to assess the need for services; providing case management and developing case work plans; interpreting state, county and departmental rules and regulations; providing crisis intervention; discussing personal problems and explaining available resources; determining eligibility for direct services or financial assistance programs; providing either direct services or information and referral to services available in county as appropriate; maintaining accurate records on all client contacts.

This is a non-benefited casual position. A casual employee may not work more than 1000 hours per fiscal year.

### 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:*

#### 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. Bilingual (Spanish and English) skills required.

#### Knowledge of:

- English and Spanish language (both written and spoken preferred).
- Human Services Resources in San Mateo County.
- Methods of handling crisis situations.
- Public relations skills.
- Case management techniques.
- MS Office or similar software.

#### Ability to:

- Effectively relate to people from all social, economic, and ethnic backgrounds.
- Follow instructions.
- Learn quickly.
- 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 standard office environment.

Must be physically capable of performing the essential job functions of this classification.

## **APPLICATION PROCESS**

**Applications may be obtained in one of the following ways:**

1. Apply online at [www.calopps.org](http://www.calopps.org), Member City: Redwood City
2. Visit our web site @ [www.redwoodcity.org](http://www.redwoodcity.org) to print the application form
3. Call our 24-hour Job Hotline at (650) 780-7292. TDD is available during normal business hours for hearing impaired at: (650) 780-7265
4. Visit the City of Redwood City Department of Human Resources (Monday-Friday, 8am-5pm) at 1017 Middlefield Road, Redwood City, California 94063

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

## **SELECTION PROCESS**

**City Application and Supplemental Questionnaire are both required.** All applications and supplemental questionnaires will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job related qualifications. The most appropriately qualified applicants will be asked to participate in the testing process, which will consist of an interview with Parks, Recreation and Community Services staff, a role play exercise, and assessment of computer and writing skills. Prior to appointment, candidates will be required to pass a background check at no cost to the candidate. Final appointment will be made by the Parks, Recreation and Community Services Director. The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.

**The City of Redwood City is proud to be an Equal Opportunity Employer!**

## **CITY VALUES**

**We are an exceptional organization and a leader in the Bay Area. 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.

**THE CITY OF REDWOOD CITY IS A GREAT PLACE TO WORK!**

**Note:** The provisions of this bulletin do not constitute an expressed or implied contract and any provisions contained in this bulletin may be modified or revoked without notice.

