

# **CITY OF REDWOOD CITY HUMAN SERVICES SPECIALIST III**

## **DEFINITION**

To serve as liaison between clients and a vast array of social service agencies available to Redwood City and South County residents.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the Parks, Recreation and Community Services Manager.

Exercises no supervision.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

1. Provide accurate and up-to-date information on resources available to South County residents in both Spanish and English in areas including employment, emergency material assistance, child care, public benefits, housing and recreation.
2. Assist clients in identifying needs; develop case work plans for the solution to problems including referrals to other human services agencies and/or direct services where appropriate.
3. Provide initial personal and/or family counseling and crisis intervention services to clients with a goal of referring clients to available mental health providers.
4. Maintain accurate records on all client contacts utilizing service worker logs and client intake cards.
5. Participate in staff meetings and training session as assigned.

## **OTHER JOB RELATED DUTIES**

1. Perform related duties and responsibilities as required.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Human Services Programs in San Mateo County.

Methods of handling crisis situations.

Public relations.

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**Ability to:**

Speak, read and write in Spanish and English.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Skill to:**

Operate modern office equipment including computer equipment.

**Experience and Training Guidelines:**

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

**Experience:**

Three years experience in human services work.

**Training:**

Equivalent to the completion of twelfth grade supplemented by college level course work.

**Special Requirements:**

*Essential duties require the following physical abilities and work environment:*

Ability to work in a standard office environment.

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**ADA  
DOCUMENTATION OF ESSENTIAL DUTIES**

1. SDE
2. SDE
3. SDE
4. SDE
5. SWE

**DOCUMENTATION SCALES AND CODES  
FOR ESSENTIAL DUTIES**

**Time Spent:**

<b>S</b>	Significant	10% of day, week, or month
<b>M</b>	Moderate	5-9%
<b>O</b>	Occasional	Less than 5%

**Frequency:**

<b>D</b>	Daily
<b>W</b>	Weekly
<b>M</b>	Monthly
<b>A</b>	As needed

**Supervisor/Manager Review:**

<b>E</b>	Major focus of job/position
<b>NE</b>	Minor (can easily be assigned to another position)

**Effective Date:** June, 1995

**Bargaining Group:** Service Employees' International Union - Local 715