



DEPARTMENT OF PERSONNEL
209 East Musser Street, Room 101
Carson City, Nevada 89701-4204
(775) 684-0150
<http://dop.nv.gov>

MEMO PERD #50/09
September 4, 2009

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Teresa Thienhaus, Director
Department of Personnel

A handwritten signature in cursive script, reading "Teresa Thienhaus".

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached are proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections, please notify Peter Long in the Compensation and Classification Division in writing no later than October 6, 2009.

If no written objections are received in this office by October 6, 2009, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: 05-10
Posting Expires: October 6, 2009

Per NRS 284.160, the Personnel Director may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
	New		10.517	Child Care Facilities Surveyor Supervisor	35 B
10.519	Child Care Development Surveyor II	33 B	10.519	Child Care Facilities Surveyor	33 B
10.523	Child Care Development Surveyor I	31 B	10.523	Child Care Facilities Surveyor Trainee	31 B

EXPLANATION OF CHANGE

As requested by the Division of Child & Family Services in the Department of Health & Human Services, the Department of Personnel recommends revisions to the Child Care Development Surveyor series including the addition of a supervisory level. The class titles were changed to Child Care Facilities Surveyor to better reflect the nature of the work performed. The class concepts and minimum qualifications for the journey and trainee classes were revised to meet current standards and to clarify the experience required.

Positions in the new Child Care Facilities Surveyor Supervisor class perform the duties described in the series concept and train, supervise, and evaluate the performance of three or more Child Care Facilities Surveyors. Incumbents address issues that have been escalated by subordinates and surveyed facilities; review and interpret laws, regulations, policies and procedures; prepare summary or detailed reports of surveys and actions taken by subordinates; and participate in the development of laws, regulations, policies and procedures as required. Incumbents may conduct surveys of child care facilities as needed, however, the focus of positions at this level is supervision and oversight.

It is recommended that this class be established at grade 35 to align two grades above the journey level to recognize the responsibility for supervision of professional staff and preparation of policies, procedures, regulations, reports and other materials.

			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
12.376	Family Services Specialist II	31 E	12.376	Family Services Specialist II	31 E

EXPLANATION OF CHANGE

As requested by the Division of Welfare & Supportive Services in the Department of Health & Human Services (DHHS), the Department of Personnel recommends a minor modification to the class concept for Family Services Specialist II. It was revised to clarify that it is the journey level for positions that determine program eligibility or facilitate employment and training of clients.



The formal recommendations and specifications are on file with the Director of Personnel. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by October 6, 2009. Objections should be addressed to Peter Long, Division Administrator, Compensation & Classification Division, Department of Personnel, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: September 4, 2009

UCA-01 form.doc



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CHILD CARE FACILITIES SURVEYOR SUPERVISOR	35	B	10.517
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H]	33	B	10.519
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H] TRAINEE	31	B	10.523

SERIES CONCEPT

Child Care [~~Development~~] *Facilities* Surveyors conduct independent surveys of child care facilities, child welfare emergency shelters, educational facilities, and facilities serving emotionally disturbed children. to determine compliance with State licensing regulations (NRS 432A) and to make licensure recommendations.

Complete surveys by studying the facility file, assembling correct forms and observing both inside facility and outside playground; note deficiencies in areas such as fire, health, facility space, advertising, immunization records, staff qualifications and training records, menu, food preparation, nutrition, fire drill records, staff/child ratios, safety factors including toys and outdoor equipment, transportation, discipline, etc; complete and submit survey forms to the facility director and supervisor which note facility deficiencies and recommendations of actions to be taken including a compliance schedule; conduct follow-up surveys to ensure deficiencies have been corrected.

Evaluate the curriculum and instruction provided to children in the facilities by reviewing curriculum format and instructional methods and by observing all the classrooms in the facility in order to determine eligibility and compliance.

Investigate complaints concerning licensed and unlicensed facilities from citizens and public agencies to ensure compliance with state licensing regulations; conduct on site survey of the facility; discuss the complaint with the facility in question, evaluate evidence and if necessary develop a compliance plan; send the facility the licensing requirements when needed and if necessary send a cease and desist letter; conduct a follow-up survey of the facility if out of compliance; determine if coordination with law enforcement and other agencies is necessary; complete investigations independently and consult with supervisor if unusual problems are encountered.

Provide consultation to facility operators by conducting seminars and workshops; prepare and disseminate printed information and/or video tapes to orient new facility operators regarding licensing regulations and/or keep facilities aware of changing licensing regulations, policies and updated child care methods; interpret current regulations, suggest alternative curriculum methods, and refer facility to another agency, if appropriate.

Provide information and referral to potential licensees, other agencies, and the general public on regulations and licensing procedures both orally and in written form.

Assist in revising regulations, policies, and procedures in an effort to facilitate bureau and facility service by reviewing regulation changes, policies and procedures.

Prepare licenses and maintain child care facility listings and files in support of the licensing process; review license applications for accuracy and if necessary correspond with facilities for additional information; verify accuracy of accompanying forms, letters of recommendation and enforcement checks; complete a licensing checklist, facility file and license; update monthly the child care facility listing; prepare facility files for supervisor review and licenses for supervisor signature; consult with the supervisor when unusual processing problems occur.

Perform related duties as assigned.

CHILD CARE FACILITIES SURVEYOR SUPERVISOR	35	B	10.517
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H]	33	B	10.519
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [I] TRAINEE	31	B	10.523

Page 2 of 4

CLASS CONCEPTS

Child Care Facilities Surveyor Supervisor: Under limited supervision, incumbents perform the duties described in the series concept and train, supervise, and evaluate the performance of three or more Child Care Facilities Surveyors. Incumbents address issues that have been escalated by subordinates and surveyed facilities; review and interpret laws, regulations, policies and procedures; prepare summary or detailed reports of surveys and actions taken by subordinates; and participate in the development of laws, regulations, policies and procedures as required. Incumbents may conduct surveys of child care facilities as needed, however, the focus of positions at this level is supervision and oversight.

Child Care [Development] Facilities Surveyor [H]: Under general supervision, incumbents perform the [full range of] duties described in the series concept including regulating and monitoring child care facilities in accordance with NRS 432A, providing child care consultation and training to child care facility operators, and investigating complaints concerning licensed and unlicensed facilities from citizens and public agencies. [Work is reviewed through completed reports.] This is the journey level [class for] in the series.

Child Care [Development] Facilities Surveyor [I] Trainee: [Positions allocated to this class receive training in the performance of duties described in the series concept. Child Care Development Surveyor I's receive direct supervision from the Chief, Bureau of Services for Child Care. Work is reviewed in progress and in final form. This is the entry level class in the series.] Under close supervision, incumbents receive training in performing duties outlined in the series concept. This is the trainee level in the series and provides for progression to the next level upon meeting minimum qualifications, satisfactory performance, and with the approval of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * A valid driver's license is required at the time of appointment and as a condition of continuing employment.

CHILD CARE FACILITIES SURVEYOR SUPERVISOR

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in early childhood development, education, social work, or closely related field and two years of professional experience providing developmental or educational services to children in an early childhood program which must have included program administration responsibilities, one year of which must have been at the journey level; **OR** Bachelor's degree from an accredited college or university in early childhood development, education, social work, or closely related field and two years of professional experience evaluating child development or early childhood education programs, one year of which must have been at the journey level; **OR** an equivalent combination of education and experience; **OR** one year of experience as a Child Care Facilities Surveyor in Nevada State service. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
 Working knowledge of: child growth and development processes and early childhood programs and institutional care; health and safety standards such as food patterns, children's nutrition, fire and life safety requirements, and infectious disease control methods; the organization, management, and administration of child care facilities; the techniques used to evaluate curriculum and educational programs utilized in child care facilities; and all knowledge, skills, and abilities required at the lower levels.

CHILD CARE FACILITIES SURVEYOR SUPERVISOR	35	B	10.517
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H]	33	B	10.519
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H] TRAINEE	31	B	10.523

Page 3 of 4

MINIMUM QUALIFICATIONS (cont'd)

CHILD CARE FACILITIES SURVEYOR SUPERVISOR (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: health and safety standards such as food patterns, children's nutrition, fire and life safety requirements, and infectious disease control methods. Working knowledge of: federal, State, and local laws as applied to properly inspecting and licensing child care facilities; State and agency policies and procedures on handling disciplinary issues and completing performance evaluations; State and community resources for provider training, subsidies, and licensing; the principles, practices, techniques, and trends in children's services and programs. Ability to: train subordinates regarding licensing requirements and facility evaluations.

CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H]

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in *early childhood development*, education, social work, [~~early childhood development,~~] or closely related field [~~plus~~] *and* [~~two~~] *one* year of *professional* experience [~~in a program related to services for children~~] *providing developmental or educational services to children in an early childhood program which must have included program administration responsibilities* [~~, one year of which involved evaluation of child care services~~]; **OR** Bachelor's degree from an accredited college or university in *early childhood development, education, social work, or closely related field and one year of professional experience evaluating child development or early childhood education programs*; **OR** an equivalent combination of education and experience; **OR** one year of experience as a Child Care [Development] Facilities Surveyor [H] Trainee in Nevada State service. (See Special Requirement)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: the techniques used to evaluate curriculum and educational programs utilized in child care facilities. **Ability to:** independently evaluate [~~agency~~] *facility* programs; interpret and apply departmental rules, regulations, procedures, and standards for appropriate child care licensing and regulating; interview effectively *to evaluate the status and needs of the facility*; locate, process, evaluate, and analyze information; produce accurate, well organized documentation of observations and facts obtained during inspections; [~~revise priorities and rearrange workloads due to unforeseen circumstances~~]; *and all knowledge, skills, and abilities required at the lower level* [~~of this series~~].

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: federal, State, and local laws as applied to properly inspecting and licensing child care facilities; State and community resources *for provider training, subsidies, and licensing*; the organization, management, and administration of child care facilities; the principles, practices, techniques, and trends in children's services and programs. **Ability to:** assist in the development of child care standards, including licensing rules and regulations; evaluate the programs and services of children's agencies and facilities; prepare investigation reports, make recommendations, and issue decisions concerning licensing; work independently and follow through on assignments with limited supervision.

CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H] TRAINEE

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in *early childhood development*, education, social work, [~~early childhood development,~~] or closely related field [~~plus~~] *and* *one* year of *paraprofessional* experience [~~in a program related to services for children~~] *providing developmental or educational services to children in an early childhood program which must have included program administration responsibilities*; **OR** Bachelor's degree from an accredited college or university in *early childhood development, education, social work, or closely related field and one*

CHILD CARE FACILITIES SURVEYOR SUPERVISOR	35	B	10.517
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H]	33	B	10.519
CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H] TRAINEE	31	B	10.523

Page 4 of 4

MINIMUM QUALIFICATIONS (cont'd)

CHILD CARE [DEVELOPMENT] FACILITIES SURVEYOR [H] TRAINEE (cont'd)

EDUCATION AND EXPERIENCE (cont'd)

*year of paraprofessional experience evaluating child development or early childhood education programs; **OR** an equivalent combination of education and experience. (See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: child growth and development processes and early childhood programs and institutional care [~~sufficient to assess the quality of child care facilities~~]; health and safety standards such as food patterns, children's nutrition, fire and life safety requirements, and infectious disease control methods. **Ability to:** *assess the safety and cleanliness of child care facilities*; analyze situations, and take appropriate actions; communicate effectively, both in oral and written form; organize materials and information in a systematic way to optimize efficiency [~~and minimize duplication of effort~~]; set priorities which accurately reflect the relative importance of job responsibilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

~~[Knowledge of: department and division policies and practices. Ability to: establish and maintain cooperative relationships with those contacted in the course of work.] (These are identical to the Entry Level Knowledge, Skills, and Abilities required for Child Care Facilities Surveyor.)~~

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this [class] series.

ESTABLISHED:	<u>10.517</u> 10/6/09UC	<u>10.519</u> 9/27/84	<u>10.523</u> 5/1/89R 12/14/89PC
REVISED:		7/1/87-12P 1/30/87PC	
REVISED:		5/1/89R 12/14/89PC	
REVISED:		7/1/97P 9/19/96PC	7/1/97P 9/19/96PC
REVISED:		10/6/09UC	10/6/09UC



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

Table with 4 columns: TITLE, GRADE, EEO-4, CODE. Rows include FAMILY SERVICES SPECIALIST III (Grade 32, EEO-4 E, Code 12.374), FAMILY SERVICES SPECIALIST II (Grade 31, EEO-4 E, Code 12.376), and FAMILY SERVICES SPECIALIST I (Grade 28, EEO-4 E, Code 12.379).

SERIES CONCEPT

Family Services Specialists perform a variety of paraprofessional duties to assist families in achieving self-sufficiency. Incumbents determine eligibility for a variety of public assistance and health related programs; provide coordinated employment and training services including assessment, vocational guidance, support services and education to clients; and/or provide child support enforcement services. Positions in this series may specialize in one service area, or may work in multiple areas depending upon the needs of the agency.

CLASS CONCEPTS

Family Services Specialist III: Incumbents allocated to this class either:

- 1) Function as a leadworker the majority of the time on a regular and recurring basis and may carry a caseload as required. Incumbents are assigned to a small rural satellite office or a large unit in a metropolitan office. In a small satellite office, incumbents report to a Family Services Supervisor; oversee office operation; resolve customer relations issues; and report facility maintenance and equipment repair needs to management. In all settings, incumbents review work products for proper completion and timeliness; resolve routine problems; demonstrate proper work methods; provide on-the-job training, work direction, and input to performance evaluations; may prioritize and assign work to a unit of lower level Family Services Specialists; and perform supervisory duties in the absence of the Family Services Supervisor. They also check eligibility determinations; respond to questions from staff; gather and analyze performance data and prepare related reports; track performance issues to provide feedback to the Professional Development Center to improve curriculum; lead corrective action planning; and provide technical expertise to the unit concerning automated systems; or
2) Perform the full scope of child support enforcement duties to include locating non-custodial parents; establishing paternity and determining ability to support their minor dependent children; obtaining support orders and acknowledgments of paternity; obtaining and reviewing existing court orders for child support; petitioning the court for orders to establish paternity and/or for payment of child support. Incumbents elicit information relative to child support services; initiate administrative and/or judicial procedures to ensure compliance with child support regulations and court orders; enforce established court orders for child support according to applicable federal regulations and State laws, policies and procedures by notifying the non-custodial parents, initiating income withholdings, liens and seizure of assets directly or indirectly through the district attorney's office, intercepting unemployment benefits and income tax refunds, and initiating other means of collection to recover monies owed the State and caretaker of the children. In addition, they prepare and present case summaries to the administrative hearings officer or court master for the hearing process; describe non-custodial parents' personal history and financial status to assist the court in establishing paternity, determining the amount of child support and arrearage, ordering appropriate repayment to the State, and enforcing or modifying current child support orders.

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 2 of 7

CLASS CONCEPTS (cont'd)

Family Services Specialist III (cont'd)

This is the journey level in the series for child support enforcement positions. Positions at this level are distinguished from Family Services Specialist II's in child support enforcement by the broader scope of duties and greater responsibility in initiating administrative and/or judicial procedures to establish or enforce orders for payment of child support.

Family Services Specialist II: Incumbents perform duties in one or more of [~~the following~~] *three* program areas. *This is the journey level for positions that determine program eligibility or facilitate employment and training of clients.*

Representative duties of positions that DETERMINE PROGRAM ELIGIBILITY:

Interview benefit applicants and recipients as specified by policy; explain conditions of initial and continuing eligibility; elicit information to determine which public assistance programs are applicable and what information and verifications are needed to establish eligibility and continue, reinstate, terminate or deny benefits.

Assist clients in completing required applications and declarations which may include information concerning residency requirements, household composition, income and resources, health status, educational levels and employment history.

Research and verify information provided by clients by accessing State and federal vital statistics and contacting landlords, employers, utility companies and personal creditors in order to confirm citizenship, residency, household composition, current and previous earnings, and projected household expenses.

Access computer databanks to review client history relative to income and resources, employment status, unemployment benefits, vehicle ownership and public assistance benefits; document information on standardized forms according to program requirements and agency procedures; contact agencies within and outside the State to verify the number of months recipients received cash benefits which count toward lifetime limits.

Evaluate and process information by comparing facts and case circumstances to establish eligibility and payment guidelines; compute income and evaluate other factors impacting the level of benefits; make determinations regarding initial and continuing eligibility and benefit levels according to required timeframes and program regulations, policies and procedures.

Review case files to determine if decisions under appeal are appropriate and timely; compare the elements of eligibility to applicable policies and procedures; conduct pre-hearing conferences with clients to explain agency position and policies; listen to and document appellant statements and explain the appeal process; notify the hearings office and appellants of changes in the disposition of cases.

Prepare written summaries and chronological exhibits of cases for presentation at hearings; coordinate hearings activities with legal representatives for the agency and appellants, and process required forms and reports.

Review overpayment referrals and initiate recovery; verify the accuracy of information contained in case files; substantiate client overpayments and compute overpayment amounts; notify clients and secure agreements for repayment; collect and document repayment activity; initiate legal action in civil court when warranted to ensure recovery of overpayments.

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 3 of 7

CLASS CONCEPTS (cont'd)

Family Services Specialist II (cont'd)

Representative duties of positions that FACILITATE EMPLOYMENT AND TRAINING OF CLIENTS:

Interview clients to elicit and collect information regarding barriers to employment, education, work history, career goals and personal characteristics to assess their vocational potential and available employment options; administer basic education and skills tests and analyze results; refer clients for professional assessments as necessary; identify existing job skills, prior work experience and immediate employment barriers such as the lack of transportation, child care, housing and basic life and job skills; evaluate client circumstances for work program exemption and hardship classification.

Conduct workshops and training sessions to enhance client skills and employability; assist with resume writing and filling out employment applications; provide guidance on appropriate grooming for employment; advise clients regarding vocational choice, change and adjustment; refer clients to community resources; and facilitate the clients' paid employment to reduce their dependency on public assistance.

Provide group and individual orientation for clients to encourage cooperative participation, achieve client employment goals, and promote self-sufficiency; explain program objectives, requirements and services, and respond to client questions.

Advise clients, individually and in groups, regarding time limits and program expectations, vocational choice, change, and/or adjustment problems; establish practical and realistic vocational goals and assist clients in effecting positive changes in their personal, educational, and/or occupational lives.

Develop a comprehensive personal responsibility plan in collaboration with the Temporary Assistance for Needy Families (TANF) head of household utilizing individual and/or professional assessments; design an individualized job training plan based on client career objectives, existing employment barriers, and employment/educational opportunities in the community; provide job referrals to employers or other employment staff; encourage clients to seek employment consistent with established vocational goals and provide coaching in job search techniques.

Manage ongoing cases by coordinating services through community providers and referring clients to other service providers for training, education, financial assistance and job searches, and resolution of health, housing, child care and transportation problems; evaluate progress toward employment goals; co-manage cases with other agency personnel; identify and refer clients with employment barriers such as domestic violence, substance abuse, and mental illness to social workers and/or the appropriate authority; transfer information to other State and divisional programs in accordance with policies and procedures; initiate and/or apply corrective action when clients fail to comply with program requirements.

Monitor and document client activities with the use of timesheets, home and worksite visits, progress reports, telephone calls, and office visits in accordance with policy and procedure.

Review and monitor client program eligibility by verifying reported information; approve and make payments to non-contract vendors and providers for clothing, tools, transportation and support services within budget limitations; examine the accuracy of bills and receipts, verify and compute hours and monetary obligations, and apply appropriate program policies, procedures and regulations.

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 4 of 7

CLASS CONCEPTS (cont'd)

Family Services Specialist II (cont'd)

Representative duties of positions that FACILITATE CHILD SUPPORT ENFORCEMENT:

Under general supervision, incumbents perform a limited scope of child enforcement duties below the journey level. Interview individuals to obtain preliminary information in a district office or satellite office following their application for public assistance or application for child support services. Provide information concerning the requirements to pursue child support; elicit information regarding paternity of children and location of non-custodial parents; explain child support services, benefits, policies and relevant federal regulations and State laws; assist applicants in completing application forms; review information for accuracy and completeness of facts and data presented. Ensure information provided is consistent with case history data in computerized records; confer with eligibility staff and representatives of other public service entities and community organizations.

Act as child support liaison for social service programs, district attorney offices, child support enforcement offices and community providers; research and assist applicants in resolving non-cooperation issues with district attorney offices; audit cases to resolve sanction issues; and provide completed documents required to establish paternity and/or court orders to district attorney offices and out-of-state jurisdictions. Provide child support training to public assistance staff to enhance data integrity; research rejected referrals report and provide resolution by updating information on computer systems.

Family Services Specialist I: Under close supervision, incumbents receive formal classroom and/or on-the-job training provided by the agency while performing some or all of the duties described. Cases assigned may be diverse and complex; however, assistance in selecting and applying the appropriate regulation or procedure is provided by a higher level Family Services Specialist or supervisor, and the results are subject to closer review.

This is the entry level in the series which provides for progression to the journey level upon satisfactory completion of the required training period, meeting minimum qualifications, and with the recommendation of the appointing authority. (Positions performing the full range of child support enforcement duties progress directly to Family Services Specialist III; positions performing a limited scope of child enforcement duties may progress to Family Services Specialist II upon meeting minimum qualifications, satisfactory performance, and with the approval of the appointing authority.)

MINIMUM QUALIFICATIONS

FAMILY SERVICES SPECIALIST III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of paraprofessional experience performing social services case processing duties which included application of rules and regulations, conducting personal interviews with applicants for the purpose of exchanging information; documenting facts pertinent to program requirements, researching financial circumstances and determining eligibility; **OR** one year of experience as a Family Service Specialist II in Nevada State service in eligibility or employment and training; **OR** one year of experience as a Family Services Specialist I in Nevada State service performing the full scope of child support enforcement duties.

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 5 of 7

MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SPECIALIST III (cont'd)

ELIGIBILITY AND EMPLOYMENT TRAINING POSITIONS:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at the time of application):

Detailed knowledge of: eligibility requirements for various public assistance programs including, but not limited to, Temporary Assistance for Needy Families (TANF), Family Medical Coverage (FMC), Food Stamps, and Medical Assistance to the Aged, Blind and Disabled (MAABD). **Working knowledge of:** automated systems and equipment used in processing applications and ongoing eligibility. **Ability to:** analyze data and draw conclusions; prepare narrative and statistical reports; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: coaching and mentoring techniques. **Ability to:** provide on-the-job training; assign and review the work of others; implement corrective action plans; in a satellite office, oversee office operations and ensure proper maintenance and repair of facilities and office equipment.

CHILD SUPPORT ENFORCEMENT POSITIONS:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: rights to privacy and confidentiality of information; operation of computers including data entry and retrieval; case processing practices; parental obligations to support minor children as required by federal regulations and State laws; family court records; local, State, national and other resources used in locating non-custodial parents; procedures for establishing paternity, support obligations and securing compliance with court orders; calculate child support obligations, arrearages, penalties and interest. **Ability to:** read, understand and apply court ordered child support obligations; evaluate financial information and make appropriate recommendations; calculate child support obligations and arrearages; maintain and adjust account balances; communicate and coordinate support enforcement efforts with federal, State and county agencies; recognize signs of abuse or neglect and report it to the proper authority; work independently and follow through on assignments with minimal direction; and all applicable knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: federal regulations, State laws and agency policies and procedures related to paternity and child support; family court and processes involved in establishing paternity and child support obligations; administrative and judicial hearing processes; procedures, practices and methods used to locate non-custodial parents and their assets; computer systems sufficient to access information provided by child support, public assistance, employment and unemployment programs, motor vehicle records, and other agencies; State formulas and processes used to establish child support obligations; good cause provisions. **General knowledge of:** availability of social service programs affecting child support enforcement; child support laws of other states; social services available within the community; proper court procedures sufficient to prepare relevant evidence and present the facts of the case; practices and protocol of district attorney offices, district courts, and administrative hearings. **Ability to:** negotiate and exchange ideas, information and opinions with others to formulate joint decisions, conclusions or solutions; persuade others to cooperate in achieving program goals; analyze information, issues, situations, practices or procedures to identify problems, recognize alternatives and their implications, and propose solutions.

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 6 of 7

MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SPECIALIST II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of paraprofessional experience performing social services case processing duties which included application of rules and regulations, conducting personal interviews with applicants for the purpose of exchanging information; documenting facts pertinent to program requirements, researching financial circumstances and determining eligibility; **OR** one year of experience as a Family Services Specialist I in Nevada State service.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: rules, regulations, policies and procedures pertinent to available social service programs; available community resources including their roles, services and responsibilities; federal and State non-discrimination and Privacy Act laws applicable to social service programs; case management practices; education and training requirements for a wide variety of occupations. **General knowledge of:** laws applicable to reporting child abuse and neglect. **Ability to:** conduct effective interviews and explain complex regulations and requirements; recognize evidence of domestic violence and take appropriate action; recognize and make referrals for substance abusers; ask questions and evaluate responses; defuse potentially volatile situations; organize and prioritize work to meet required timeframes; establish and maintain rapport with applicants and benefit recipients; set priorities which accurately reflect the relative importance of job responsibilities; speak one-on-one or to groups with persons of various ethnic, cultural and educational backgrounds; write concise, logical, grammatically correct summaries to document and explain case activities; compare data to program standards; document facts and prepare clear and understandable case notes; navigate effectively in a Windows-based computer system; type narrative materials using word processing software; read and interpret technical and legal documents such as divorce decrees, property deeds, insurance policies and program manuals sufficient to determine client resources; work independently and follow through on assignments with minimal direction; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: rules, regulations, policies, and procedures pertinent to assigned program(s); guidelines and requirements of other social service programs available in the community.

FAMILY SERVICES SPECIALIST I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience in a clerical/administrative/program support role which included customer relations; obtaining, verifying and evaluating information; organizing and prioritizing work in order to meet timelines and standards; applying and explaining program rules, regulations, policies and procedures; and performing mathematical computations; **OR** two years of experience as an Administrative Assistant II in Nevada State service; **OR** sixty semester credits from an accredited college or university in general studies, business administration, social science or human services and one year of experience as described above; **OR** an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: functions and operations of an administrative office. **General knowledge of:** recordkeeping; basic interviewing practices; social service programs and their purpose; rights to privacy and confidentiality of information. **Ability to:** read and apply rules, regulations, policies and procedures; learn federal, State and local resources serving the needs of applicants; maintain confidentiality of client records; receive inquiries and provide information; verify information from a variety of sources; compile information and prepare reports; communicate effectively both orally and in writing; operate computers and peripheral equipment to store, record and retrieve information; establish and maintain accurate

FAMILY SERVICES SPECIALIST III	32	E	12.374
FAMILY SERVICES SPECIALIST II	31	E	12.376
FAMILY SERVICES SPECIALIST I	28	E	12.379

Page 7 of 7

MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SPECIALIST I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

records; work as part of a team; interact effectively with persons from varying social, economic and cultural backgrounds. **Skill in:** making accurate mathematical calculations including addition, subtraction, multiplication, and division of whole numbers, fractions and decimals.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for the Family Services Specialist II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>12.374</u>	<u>12.376</u>	<u>12.379</u>
ESTABLISHED:	7/1/03P 10/14/02PC	5/18/78	6/1/69
REVISED:			10/21/71
REVISED:			11/16/72
REVISED:			1/5/73
REVISED:			9/27/74
REVISED:			9/29/77
REVISED:		6/19/78-3	5/18/78
REVISED:		8/1/78	
REVISED:		12/19/85-12	12/19/85-12
REVISED:		7/1/93P	7/1/93P
REVISED:		10/23/92PC	10/23/92PC
REVISED:		7/1/03P	7/1/03P
REVISED:		10/14/02PC	10/14/02PC
REVISED:	4/10/07UC	4/10/07UC	4/10/07UC
REVISED:		10/6/09UC	