



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
FAMILY SERVICES SPECIALIST III	32	B	12.374
FAMILY SERVICES SPECIALIST II	31	B	12.376
FAMILY SERVICES SPECIALIST I	29	E	12.379

SERIES CONCEPT

Family Services Specialists perform a variety of duties to assist families in achieving self-sufficiency. Incumbents determine eligibility for a variety of public assistance and health related programs to include, but not limited to: Medicaid, Supplemental Nutrition Assistance Program, and Temporary Assistance for Needy Families within the Division of Welfare and Supportive Services and Title IVE, Title XIX, foster care, adoption payments and other State funded programs for children in custody or who have been adopted within the Division of Child and Family Services; 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 lead worker and may carry a caseload as required. 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; lead corrective action planning; and provide technical expertise; 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.

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

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CLASS CONCEPTS (cont'd)

Family Services Specialist III (cont'd)

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 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:

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 in office or via community partners sites through outreach services/events.

Interview clients 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.

Research and verify information required to establish eligibility, including but not limited to: information provided by clients; accessing interfacing systems; contacting, verbally or in writing, individuals, internal and external public or private companies/agencies, and health care providers to confirm elements of eligibility such as, employment status, health status, income, receipt of other benefits, IRS tax status, resources, citizenship, residency, household composition, and expenses. Document all findings per agency policy and procedures.

Evaluate and process information by comparing facts and case circumstances to establish eligibility; 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 cases 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 hearing 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 cases; 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.

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.

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CLASS CONCEPTS (cont'd)

Family Services Specialist II (cont'd)

Representative duties of positions that FACILITATE EMPLOYMENT AND TRAINING OF CLIENTS: (cont'd)

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.

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.

Coordinate services through community providers and 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 items such as 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.

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.

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CLASS CONCEPTS (cont'd)

Family Services Specialist I: Incumbents either:

- 1) Under general supervision, incumbents perform the full range of duties described in the series concept in a more limited capacity for one or more narrowly focused programs, such as the Energy Assistance Program. This is the sub-journey level in the series and positions are permanently allocated at this level; or,
- 2) Under close supervision, incumbents receive formal classroom and/or on-the-job training provided by the agency while performing some or all the duties described in the series concept. This is the trainee level in the series and incumbents may progress to the next level in the series 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 may 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

SPECIAL REQUIREMENTS:

- * Candidates must submit to background checks and fingerprinting upon appointment.

INFORMATIONAL NOTES:

- * In accordance with NRS 293.5045, a voter registration agency shall not knowingly employ a person whose duties will include the registration of voters if they have been convicted of a felony involving theft or fraud. Most positions in this series fall under this NRS.
- * For most positions in this series, applicants must meet the minimum typing speed established by the agency at the time of recruitment.

FAMILY SERVICES SPECIALIST III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of professional 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; **OR** one year of experience as a Family Services Specialist I in Nevada State service performing the full scope of child support enforcement duties. (*See Special Requirements and Informational Notes*)

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.*

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MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SPECIALIST III (cont'd)

ELIGIBILITY AND EMPLOYMENT TRAINING POSITIONS: (cont'd)

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 II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of professional 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. (*See Special Requirements and Informational Notes*)

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

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MINIMUM QUALIFICATIONS (cont'd)

FAMILY SERVICES SPECIALIST II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
 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** one year of experience as an Administrative Assistant III in Nevada State service; **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 as described above. *(See Special Requirements and Informational Notes)*

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 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 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.

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