



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

**MEMO PERD #12/07**

March 13, 2007

**MEMORANDUM**

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

FROM:  Jeanne Greene, Director  
Department of Personnel

SUBJECT: PROPOSED CLASSIFICATION CHANGES

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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 me in writing no later than April 10, 2007.

If no written objections are received in this office by April 10, 2007, action will be taken to effect the changes and a report will be made to the Personnel Commission.

JG:sb

Attachments

## NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: 05-07

Posting Expires April 10, 2007

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

| CURRENT |                               |             | PROPOSED |         |             |
|---------|-------------------------------|-------------|----------|---------|-------------|
| CODE    | TITLE                         | GRADE/EEO-4 | CODE     | TITLE   | GRADE/EEO-4 |
| 6.904   | Power Marketing Administrator | 40 A        |          | ABOLISH |             |

### EXPLANATION OF CHANGE

The Department of Personnel recommends the Power Marketing Administrator class be abolished. This was a single incumbent class in the Colorado River Commission that was moved to the unclassified service in 2003. The Colorado River Commission does not intend to use the class in the future and is in agreement with this recommendation.

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| CURRENT |       |             | PROPOSED |   |             |
|---------|-------|-------------|----------|---|-------------|
| CODE    | TITLE | GRADE/EEO-4 | CODE     | TITLE                                   | GRADE/EEO-4 |
|         | NEW   |             | 10.239   | Health Emergency Preparedness Evaluator | 35 B        |

### EXPLANATION OF CHANGE

The Health Division has requested the creation of a new class for a position that will be responsible for planning, developing, implementing and evaluating a comprehensive statewide public health preparedness and response training/exercise program aimed at enhancing the emergency preparedness competencies and skills of the statewide public health workforce.

As a result, it is recommended a new class titled Health Emergency Preparedness Evaluator be established at grade 35 to align with the Health Program Specialist I, also grade 35. Incumbents in both classes plan, develop, implement and evaluate statewide public health related activities; analyze health related data and statistics; develop goals, objectives, program requirements and procedures; provide technical information regarding health related issues; and participate and provide support to various committees, advisory boards and other work groups.

The nature of work performed by incumbents in both classes is similar in that they assist State and local agencies in developing, implementing and evaluating health related programs. In terms of minimum qualifications, they both require a bachelor's degree from an accredited college or university in a health related field and two years of health related experience. They are also comparable in personal contacts made in the course of work. The Department of Personnel worked closely with Subject Matter Experts from the Health Division, and division management supports this recommendation.

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| CURRENT |                               |             | PROPOSED |                               |             |
|---------|-------------------------------|-------------|----------|-------------------------------|-------------|
| CODE    | TITLE                         | GRADE/EE0-4 | CODE     | TITLE                         | GRADE/EE0-4 |
| 12.327  | Family Services Supervisor II | 35 B        | 12.327   | Family Services Supervisor II | 35 B        |
| 12.328  | Family Services Supervisor I  | 34 B        | 12.328   | Family Services Supervisor I  | 34 B        |

### **EXPLANATION OF CHANGE**

As requested by the Department of Health and Human Services, the Department of Personnel recommends the modification of the minimum qualifications for this series. The description of the experience required for both levels was revised to better match the Family Services Specialist series. The ability to provide guidance to staff in recognizing signs of abuse or neglect and reporting requirements as well as the ability to analyze data and draw conclusions should be required of applicants. Management in the Department of Health and Human Services supports these recommended changes.

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| CURRENT |                                   |             | PROPOSED |                                |             |
|---------|-----------------------------------|-------------|----------|--------------------------------|-------------|
| CODE    | TITLE                             | GRADE/EE0-4 | CODE     | TITLE                          | GRADE/EE0-4 |
| 12.367  | Support Enforcement Specialist II | 32 E        |          | ABOLISH                        |             |
| 12.366  | Support Enforcement Specialist I  | 29 E        |          | ABOLISH                        |             |
| 12.374  | Family Services Specialist III    | 32 E        | 12.374   | Family Services Specialist III | 32 E        |
| 12.376  | Family Services Specialist II     | 31 E        | 12.376   | Family Services Specialist II  | 31 E        |
| 12.379  | Family Services Specialist I      | 28 E        | 12.379   | Family Services Specialist I   | 28 E        |

### **EXPLANATION OF CHANGE**

The Division of Welfare and Supportive Services, in the Department of Health and Human Services, has requested consolidation of Family Services Specialist and Support Enforcement Specialist classes into one series. This consolidation will provide greater flexibility for management to assign duties as economic and demographic changes occur. Division management has indicated that a broadly defined series will meet the current and future staffing and operational needs of the agency.

In response to this request, the Department of Personnel has redefined the Family Services Specialist III class to include the full scope of child support enforcement duties and leadworker responsibility for positions that determine eligibility. The Family Services Specialist II level has been expanded to include positions that perform a limited scope of child support enforcement duties. The Family Services Specialist I level will be used as the training level for positions in all assignment areas. As a result, it is recommended the Support Enforcement Specialist class series be abolished, as it is no longer needed.

Management in the Division of Welfare and Supportive Services and Department of Health and Human Services participated in the consolidation of classes and support this recommendation.

The formal recommendations and specifications are on file with the Department of Personnel. These are available in Carson City, at 209 East Musser Street, Room 300 and in Las Vegas, at 555 East Washington Avenue, Suite 1400. For more information call (775) 684-0110.

**Objections to the proposed change must be received in writing by April 10, 2007.** Objections should be addressed to Shelley Blotter, Chief of Technical Services, Department of Personnel, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

**POSTED:** March 13, 2007

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STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

| <u>TITLE</u>                            | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u> |
|---|--------------|--------------|-------------|
| HEALTH EMERGENCY PREPAREDNESS EVALUATOR | 35           | B            | 10.239      |

*Under general supervision, the incumbent plans, develops, implements and evaluates a comprehensive statewide public health preparedness and response training/exercise program aimed at enhancing the emergency preparedness competencies and skills of the statewide public health workforce.*

*Develop, coordinate, implement, facilitate and track exercises to evaluate public health and hospital emergency preparedness and response with respect to all-hazard events.*

*Develop and implement a multi-year exercise plan and schedule in accordance with federal agencies' requirements to include forming exercise committees, developing exercise plans, writing after-action reports, and writing/implementing corrective action plans.*

*Research, analyze and evaluate courses, providers, reference materials, trends and various formats of training and exercise programs available; in cooperation with other preparedness training staff, evaluate the quality of preparedness courses, classes conducted, and training materials provided.*

*Identify resources and materials to adapt and/or adopt for exercise development; develop administrative steps needed for project completion; develop project plans in consultation with public health preparedness training and education staff and subject matter experts; initiate projects and coordinate steps to ensure participation of appropriate individuals and groups.*

*Design and conduct emergency preparedness training and exercise needs assessment at the local and State level; address any deficiencies or gaps identified through the evaluation of exercises and drills by implementing corrective action at the technical level; provide for follow-up training and retest in subsequent exercises or drills.*

*Conduct program evaluation activities and generate reports; develop recommendations and implement corrective action to address evaluation findings; develop and maintain program evaluation plans to include reportable performance measures.*

*Prepare progress reports to division preparedness training staff, Center for Disease Control (CDC), and other interested parties as requested; prepare written reports summarizing progress made toward training goals related to the bioterrorism cooperative agreement with the CDC.*

*Work with division public health preparedness training and education staff, other preparedness staff and external partners to identify and/or develop role-based preparedness competency sets and exercise evaluation competencies.*

*Plan, organize, and develop revised operating procedures to improve the effectiveness of complex multi-jurisdiction response operations through the analysis of plans, workflow, response observation, and training; review and make recommendations regarding policies and procedures to improve public health emergency response activities.*

*Perform related duties as assigned.*

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### **MINIMUM QUALIFICATIONS**

**EDUCATION AND EXPERIENCE:** *Bachelor's degree from an accredited college or university in a biological science, health, education or related field and two years of professional experience in the field of emergency response training and emergency operations involving response coordination and actual response to emergency situations; OR graduation from high school and four years of professional 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: intergovernmental relations and agreements related to emergency preparedness, disaster preparation and/or emergency management; adult education training techniques and procedures; federal grants management requirements; program planning and evaluation. Ability to: select and prioritize various exercise scenarios and exercise types to most appropriately match the plans, policies, and procedures to be tested; determine the appropriate organizations to participate in various levels of exercises; conduct cost/benefit analysis in conducting exercises; interact, negotiate, collaborate and maintain positive public relations with various federal, State, tribal, and local government agencies and health care providers; exchange ideas, information, and opinions with others to formulate policies and arrive jointly at decisions, conclusions or solutions; represent the agency to a wide variety of community and regional groups, government agencies, the media and the public; read, write, interpret and explain technical and professional documents; compose business correspondence, technical reports, proposals, policies and procedures; communicate effectively both orally and in writing; work independently; negotiate agreements, establish cooperative working relationships and monitor the work of independent contractors.*

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

*Working knowledge of: State and federal regulations regarding emergency preparedness; Department of Homeland Security exercises and evaluation program guidelines; bioterrorism and emergency readiness competencies for public health workers; National Incident Management System. Ability to: understand and interpret State and federal regulations and standards for emergency preparedness training and exercise; identify gaps in staff performance through needs assessments, evaluation and exercise programs.*

*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.*

11.615

**ESTABLISHED:** 4/10/07UC



STATE OF NEVADA – DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

| <u>TITLE</u>                         | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u>   |
|--------------------------------------|--------------|--------------|---------------|
| <b>FAMILY SERVICES SUPERVISOR II</b> | <b>35</b>    | <b>B</b>     | <b>12.327</b> |
| <b>FAMILY SERVICES SUPERVISOR I</b>  | <b>34</b>    | <b>B</b>     | <b>12.328</b> |

***SERIES CONCEPT***

Family Services Supervisors plan, organize, and direct day-to-day activities of an assigned unit comprised of Family Services [~~and/or Support Enforcement~~] Specialists and ensure services are provided to clients in accordance with applicable laws, regulations, policies, timelines and requirements.

Establish unit procedures and provide technical guidance, interpretation, and clarification with respect to the application of program rules, regulations, *and* policies and procedures affecting assigned programs and practices; determine the effectiveness of, or necessity for, staff training by comparing information contained in case files to current requirements to ensure that services have been provided according to current policies and statutory requirements.

Train, supervise, and evaluate the performance of assigned staff; assign and adjust work loads; implement regulations or policy changes affecting the day-to-day operation of the work unit; conduct quality control reviews of unit casework; conduct and attend staff meetings to solicit input and solve problems related to program implementation, mandated deadlines, and quality control.

Ensure the timeliness and accuracy of services delivered; identify and resolve existing and potential problems according to agency policies and program goals and objectives.

Compile and review statistical data associated with unit activities from case records, logs, computer files, and other sources and prepare requested reports; identify and analyze program trends; communicate concerns and recommendations to management.

Develop and maintain cooperative relationships with agency staff, other agencies, and community organizations to exchange information, coordinate services and activities, interpret policies and procedures, and fulfill program requirements.

Oversee administrative activities of a small satellite office in a rural area as assigned; ensure that work activities conducted by staff adhere to agency policies *and* procedures, standards, and regulations.

Perform related duties and special projects as assigned.

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**CLASS CONCEPTS**

**Family Services Supervisor II:** Under general supervision of a Social Services Manager, incumbents in this class are assigned to a larger satellite office, which requires an on-site supervisor. In addition to performing the full range of duties described in the series concept, incumbents oversee the day-to-day operation of the satellite office and delivery of services to the public. They also prepare reports and statistics regarding benefits delivered, and employment and training provided to clients; locate, plan, and organize office space; establish and implement appropriate safety, security, and emergency measures; and arrange for office maintenance, repairs, equipment, and supplies. Incumbents represent the division in the community to recognize and respond to community needs and concerns.

**FAMILY SERVICES SUPERVISOR II**  
**FAMILY SERVICES SUPERVISOR I**

|           |          |               |
|-----------|----------|---------------|
| <b>35</b> | <b>B</b> | <b>12.327</b> |
| <b>34</b> | <b>B</b> | <b>12.328</b> |

Page 2 of 3

**Family Services Supervisor I:** Under general supervision, incumbents in this class plan, organize, and direct the day-to-day activities of Family Services Specialists [~~and/or Support Enforcement Specialists~~]. Incumbents ensure services are provided to clients in accordance with applicable laws, regulations, policies, timelines and requirements; train, supervise, and evaluate the performance of assigned staff; assign and adjust work loads; implement regulations or policy changes affecting the operation of the work unit; compile and review statistical data associated with unit activities from case records, logs, computer files, and other sources and prepare requested reports.

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**MINIMUM QUALIFICATIONS**

**FAMILY SERVICES SUPERVISOR II**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of *journey level* experience [~~determining eligibility for public assistance programs,~~] *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, and researching financial circumstances and determining eligibility for multiple social services programs,* one year of which must have been in a supervisory capacity; **OR** *one year of experience as a Family Services Supervisor I in Nevada State service;* **OR** an equivalent combination of education and experience.

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

**Detailed knowledge of:** rules, regulations, policies, and procedures regarding public assistance. **Working knowledge of:** hearing or appeal processes applicable to the program(s); available community resources to provide social services including their roles and services. **Ability to:** supervise subordinate staff including organizing work flow, assigning work, establishing unit procedures, delegating responsibility, conducting training, evaluating work performance, and administering discipline; *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:** principles and practices of training and supervision. **Ability to:** oversee the day-to-day operation of a satellite office including maintenance of equipment needed for office operations; ensure compliance with established safety and security plans for a facility.

**FAMILY SERVICES SUPERVISOR I**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of journey level experience [~~conducting interviews with clients and making determinations applicable to the program assignment; interpreting, explaining, and applying rules, regulations, and policies and procedures pertinent to the program(s) to which assigned; and organizing and prioritizing work to meet required timeframes;~~] *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, and researching financial circumstances and determining eligibility;* **OR** *two years of experience as a Family Services Specialist III in Nevada State service in child support enforcement;* **OR** *one year of experience as a Family Services Specialist III in Nevada State service in eligibility or employment and training;* **OR** *two years of experience as a Family Service Specialist II in Nevada State service in eligibility or employment and training;* **OR** an equivalent combination of education and experience.

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

**Working knowledge of:** applicable rules, regulations, *and* policies and procedures pertinent to the program; federal and State non-discrimination and Privacy Act laws applicable to public assistance programs. **General knowledge of:** guidelines and requirements of available social service programs;

**FAMILY SERVICES SUPERVISOR II**  
**FAMILY SERVICES SUPERVISOR I**

|           |          |               |
|-----------|----------|---------------|
| <b>35</b> | <b>B</b> | <b>12.327</b> |
| <b>34</b> | <b>B</b> | <b>12.328</b> |

Page 3 of 3

human relations, characteristics, and behaviors; training methods and techniques. **Ability to:** interpret and apply policies and procedures to specific situations for clients and staff; effectively explain complex regulations and requirements; coach, mentor, and provide on-going training to assigned staff; conduct effective interviews; read and analyze reports; compile and interpret statistical data; operate computers sufficient to store, access, and retrieve data; establish and maintain cooperative working relationships with clients, co-workers, other agencies, organizations, and the public; review work products for quality, quantity, and timeliness; mediate disagreements and solve problems; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications; defuse potentially volatile situations; organize and prioritize work of others to meet required timeframes; establish and maintain rapport with management, staff and the public; 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; communicate effectively both orally and in writing; compare data to program standards and requirements; *provide guidance to staff in recognizing signs of abuse or neglect and reporting requirements; analyze data and draw conclusions.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):  
**Detailed knowledge of:** rules, regulations, policies, and procedures pertinent to the program(s) to which assigned. **Working knowledge of:** principles and practices of training and supervision. ~~[hearing or appeal processes applicable to the program area; available community resources to provide social and legal services including their roles and services. **Ability to:** supervise subordinate staff including organizing work flow, assigning work, establishing unit procedures, delegating responsibility, conducting training, evaluating work performance, and administering discipline.]~~

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.

|              | <u>12.327</u>         | <u>12.328</u>         |
|--------------|-----------------------|-----------------------|
| ESTABLISHED: | 7/1/03P<br>10/14/02PC | 7/1/03P<br>10/14/02PC |
| REVISED:     | 4/10/07UC             | 4/10/07UC             |



## STATE OF NEVADA – DEPARTMENT OF PERSONNEL

### CLASS SPECIFICATION

| <u>TITLE</u>                   | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u> |
|--------------------------------|--------------|--------------|-------------|
| FAMILY SERVICES SPECIALIST III | 32           | E            | 12.374      |
| FAMILY SERVICES SPECIALIST II  | 31           | E            | 12.376      |
| FAMILY SERVICES SPECIALIST I   | 28           | E            | 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; ~~[and/or]~~ provide coordinated employment and training services ~~[of]~~ *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 ~~[both]~~ *multiple* areas ~~[as a generalist]~~ depending upon the needs of the agency.

~~[Interview clients and household members regarding sensitive personal issues such as domestic violence, substance abuse, and other possible barriers to employment; report evidence of abuse and neglect observed during contact with clients to the appropriate protective services agency according to established regulation and policy; initiate a personal responsibility plan and monitor client progress toward self-sufficiency as required by the program.]~~

~~Refer applicants to other social services available within the agency and community which may assist financially or socially by writing referrals, telephoning other agencies or directing clients to appropriate services; represent the agency at meetings in the community as requested.~~

~~Maintain case records and files by documenting case activities and changes in case circumstances; complete necessary forms and establish and update computer files; maintain procedure manuals and other written directives issued by the agency using established formats and procedures; review computer edits and reports and take corrective action as required.~~

~~Train new and experienced staff in the application of new and revised rules, regulations, policies and procedures by assembling training material and developing training aids.~~

~~Perform related duties as assigned.~~

#### Representative duties of positions that determine program eligibility:

~~Interview benefit applicants and recipients as specified by policy; explain basic 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.~~

~~Investigate 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.~~

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|---------------------------------------|-----------|----------|---------------|
| <b>FAMILY SERVICES SPECIALIST III</b> | <b>32</b> | <b>E</b> | <b>12.374</b> |
| <b>FAMILY SERVICES SPECIALIST II</b>  | <b>31</b> | <b>E</b> | <b>12.376</b> |
| <b>FAMILY SERVICES SPECIALIST I</b>   | <b>28</b> | <b>E</b> | <b>12.379</b> |

Page 2 of 9

~~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.~~

#### **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~~

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|---------------------------------------|-----------|----------|---------------|
| <b>FAMILY SERVICES SPECIALIST III</b> | <b>32</b> | <b>E</b> | <b>12.374</b> |
| <b>FAMILY SERVICES SPECIALIST II</b>  | <b>31</b> | <b>E</b> | <b>12.376</b> |
| <b>FAMILY SERVICES SPECIALIST I</b>   | <b>28</b> | <b>E</b> | <b>12.379</b> |

Page 3 of 9

~~employment staff; encourage clients to seek employment consistent with established vocational goals and provide coaching in job search techniques.~~

~~Manage on-going 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.]~~

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## 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*

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|---------------------------------------|-----------|----------|---------------|
| <b>FAMILY SERVICES SPECIALIST III</b> | <b>32</b> | <b>E</b> | <b>12.374</b> |
| <b>FAMILY SERVICES SPECIALIST II</b>  | <b>31</b> | <b>E</b> | <b>12.376</b> |
| <b>FAMILY SERVICES SPECIALIST I</b>   | <b>28</b> | <b>E</b> | <b>12.379</b> |

Page 4 of 9

### **CLASS CONCEPTS (cont'd)**

*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 and greater responsibility in initiating administrative and/or judicial procedures to establish or enforce orders for payment of child support.*

**Family Services Specialist II:** ~~[Under general supervision, incumbents perform all or part of the duties described in the series concept. This is the journey level in the series. This class is distinguished from the entry level by the independence with which the duties are performed and the complexity of work assigned]~~  
*Incumbents perform duties in one or more of the following program areas:*

#### **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*

|                                |    |   |        |
|--------------------------------|----|---|--------|
| 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 9

*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.*

*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 |

**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. [in the series concept.] 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.)*

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**MINIMUM QUALIFICATIONS**

**[SPECIAL REQUIREMENTS AND INFORMATIONAL NOTES]:**

~~[\* Sixty semester credits from an accredited college or university in general studies, business administration, social science or human services may be substituted for up to one year of the required work experience at the Family Services Specialist I level.]~~

**FAMILY SERVICES SPECIALIST III**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and ~~[one]~~ *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; [of journey level experience equivalent to] 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. [See Special Informational Notes and Requirements]*

|                                |    |   |        |
|--------------------------------|----|---|--------|
| 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 9

### MINIMUM QUALIFICATIONS (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 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*

|                                |    |   |        |
|--------------------------------|----|---|--------|
| 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 8 of 9

### MINIMUM QUALIFICATIONS (cont'd)

*exchanging information; documenting facts pertinent to program requirements, researching financial circumstances and determining eligibility;* ~~[making program eligibility determinations and/or facilitating employment and training of clients which included the application of rules and regulations; conducting personal interviews with applicants for the purpose of exchanging information; and documenting facts pertinent to program requirements; equivalent to]~~ **OR one year of experience as a Family Services Specialist I in Nevada State service.** ~~[See Special Notes and Requirements)]~~

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

**Working knowledge of:** rules, regulations, policies and procedures pertinent to ~~[public assistance; guidelines and requirements of other]~~ available social service programs; available community resources including their roles, services and responsibilities; federal and State non-discrimination and Privacy Act laws applicable to ~~[public assistance]~~ **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 ~~[pertinent to eligibility]~~ 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; ~~[and establish eligibility;]~~ 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); ~~[General knowledge of: federal and State non-discrimination and Privacy Act provisions applicable to public assistance programs;]~~ 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 ~~[equivalent to an Administrative Assistant II in Nevada State service]~~ which included *customer relations; obtaining, verifying and evaluating information;* organizing and prioritizing work in order to meet timelines and standards; applying and ~~[interpreting]~~ **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. ~~[(See Special Notes and Requirements)]~~

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

**Working knowledge of:** functions and operations of an administrative office. **General knowledge of:** ~~[financial and statistical]~~ recordkeeping; basic interviewing practices; **social service programs and their purpose; rights to privacy and confidentiality of information.** **Ability to:** read ~~[, interpret]~~ and apply rules, regulations, policies and procedures; learn federal, State and local resources serving the needs of

|                                       |           |          |               |
|---------------------------------------|-----------|----------|---------------|
| <b>FAMILY SERVICES SPECIALIST III</b> | <b>32</b> | <b>E</b> | <b>12.374</b> |
| <b>FAMILY SERVICES SPECIALIST II</b>  | <b>31</b> | <b>E</b> | <b>12.376</b> |
| <b>FAMILY SERVICES SPECIALIST I</b>   | <b>28</b> | <b>E</b> | <b>12.379</b> |

Page 9 of 9

### MINIMUM QUALIFICATIONS (cont'd)

[public assistance] 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 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 class.

|              | <u>12.374</u>         | <u>12.376</u> | <u>12.379</u> |
|--------------|-----------------------|---------------|---------------|
| ESTABLISHED: | 7/1/03P<br>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       |
|              |                       | 10/23/92PC    | 10/23/92PC    |
| REVISED:     |                       | 7/1/03P       | 7/1/03P       |
|              |                       | 10/14/02PC    | 10/14/02PC    |
| REVISED:     | 4/10/07UC             | 4/10/07UC     | 4/10/07UC     |