



Office of Human Resources
Human Services Advocate – CS2650

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General Statement of Duties

Performs professional support work providing direct services to families including supervised visitations and in-home services, participating in treatment planning with caseworkers and other community professionals, and referring families to community resources and services.

Distinguishing Characteristics

This class provides direct services to families including supervised visitations and in-home services, participates in treatment planning with caseworkers and other community professionals, and refers families to community resources and services. This class is distinguished from a Social Case Worker that performs standard performance level social case work services including case management, counseling, referral, placement, and assessment/evaluation on less complex assignments and receives supervision on more complex assignments. The Human Service Advocate is distinguished from the Youth Worker that provides supervision and implements behavioral/educational programs for youth residents, maintains a safe environment where youth are housed and involved in programmatic activities, observes and documents the interaction and behavior of youths engaged in various daily activities, and works in collaboration with other professional staff to establish and/or meet the goals of the treatment plan. The Human Service Advocate is distinguished from the Human Service Supervisor that performs supervisory duties over employees who perform a variety of human service related duties such as providing supervision and implementation of behavioral/educational programs, receiving and responding to incoming telephone calls involving child abuse and/or neglect, and/or providing direct services to families/children including supervising visitations and in-home services.

Essential Duties

Provides direct services to families including supervised visitations and in-home services, develops supportive relationships with families, and monitors the safety of children in the home and during supervised visitations.

Participates in treatment planning with caseworkers and other professionals working with families, provides needed level of supervision based on the treatment plan, establishes specific goals with family members that support the specifications of the treatment plan, documents observations and interventions, and provides family members with productive feedback.

Ascertain a family's current situation, works in conjunction with the family and the caseworker to determine priorities, and describes to family members available services and community resources.

Provides hands on services to family members in an interactive manner including teaching parents household skills (cleaning/cooking), nutrition, budgeting, time management, parental education and other life skills.

Provides families with information and available community services and resources and assists families develop informal community support systems.

Documents case progress and contacts with clients and prepares monthly summary reports of each case.

Testifies in Juvenile Court regarding parent/child interaction as needed.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Influencing/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of available community resources sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of the emotional needs of families and children sufficient to be able to perform a variety of duties related to the work assignment.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of experience providing services to families and children.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.
Subject to many interruptions.
Makes home visits.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: Transporting or moving an object.
Depth Perception: Ability to judge distances and space relationships.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
Education Check
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-08
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 9/8/2024
Revised By: SO
Class History: 2/14/21 - Revised education, experience, and equivalency statement; 9/8/24 – Revised Job Family/Job Code.