

**CITY OF REDWOOD CITY  
HUMAN SERVICES SPECIALIST I  
HUMAN SERVICES SPECIALIST II**

**DEFINITION**

To perform a wide variety of human services duties in the Information and Referral Program at the Fair Oaks Community Center.

**DISTINGUISHING CHARACTERISTICS**

**Human Services Specialist I:** This is the entry level class in the Human Services Specialist series. The class is distinguished from the II level in one of two ways: 1) Routine and repetitive duties are performed according to established procedures and changes/exceptions are explained in detail as they arise; 2) used as a training class for the flexibly staffed positions. In the latter use, incumbents would lack a complete knowledge of department procedures and not yet be able to perform the full range of duties assigned to the journey level without immediate supervision.

**Human Services Specialist II:** This is the journey level class in the Human Services Specialist series. Positions in this class are flexibly staffed and normally filled by advancement from the I level, or when filled from the outside require prior related experience. Appointment to the II level requires that the employee be performing the full range of duties for the class and meet qualification standards for the class. A Human Services Specialist II is expected to perform assigned duties with only occasional instructions or assistance and work is normally reviewed on completion.

**SUPERVISION RECEIVED AND EXERCISED**

**Human Services Specialist I**

Immediate supervision is provided by the Parks, Recreation & Community Services Manager or higher level Human Services Specialist.

Exercises no supervision.

**Human Services Specialist II**

General supervision is provided by the Parks, Recreation & Community Services Manager and functional supervision is provided by the Human Services Specialist III.

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HUMAN SERVICES SPECIALIST I-II (Continued)**

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**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

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

**OTHER JOB RELATED DUTIES**

1. Perform related duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Human Services Specialist I**

**Knowledge of:**

English and Spanish languages.

Methods of handling crisis situations.

Public relations practices and procedures.

**Ability to:**

Speak, read and write in Spanish and English.

Perform routine intake duties.

Understand and follow oral and written instructions.

Effectively relate to a high volume of clientele, from all social, economic, and ethnic backgrounds.

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Work effectively in a team environment.

Communicate clearly and concisely, both orally and in writing.

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

**Skill to:**

Operate modern office equipment, including computer.

**Experience and Training Guidelines:**

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

**Experience:**

Some experience in human services work (salaried or volunteer) is highly desirable.

**Training:**

Equivalent to the completion of the twelfth grade.

**Special Requirements:**

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

Bilingual ability (Spanish/English) is required.

Ability to work in a standard office environment.

**Human Services Specialist II**

In addition to the qualifications for Human Services Specialist I:

**Knowledge of:**

Human Services Resources in San Mateo County.

Case management techniques.

**Skill to:**

Effectively manage human services cases.

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**Experience and Education:**

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

**Experience:**

One year of experience comparable to that of a Human Services Specialist I in the City of Redwood City.

**Special Requirements:**

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

Bilingual ability (Spanish/English) is required.

Ability to work in a standard office environment.

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**ADA  
DOCUMENTATION OF ESSENTIAL DUTIES**

1. SDE
2. SDE
3. SAE
4. MDE
5. MWE

**DOCUMENTATION SCALES AND CODES  
FOR ESSENTIAL DUTIES**

**Time Spent:**

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

**Frequency:**

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

**Supervisor/Manager Review:**

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

**Effective Date:** August, 1998

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