

Classification Title: Human Services Technician

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Provides outreach, intake, care and referral services for clients in need of public health, mental health or social services assistance. May obtain general client information, verify eligibility and assist with form completion and ancillary services. May provide community outreach, education and referral.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Through walk-in services, outreach or by appointment, greets and interviews applicants, gathers information, and determines eligibility for services. Completes forms, verifies application information and provides information regarding services for which applicant is eligible. Schedules appointments as required.
2	L	Provides educational services and information regarding programs which could include medical, dental and nutritional information, youth and volunteer activities, job placement, housing assistance, food stamps and Medicaid. Provides transportation to and from services if required.
3	S	Maintains files, databases and other information on clients and services. Updates program files with current program information on eligibility guidelines and approved services. Provides general information on services to the public and participates in community initiatives promoting programs.
4	S	Assists with screenings and follow up as required or requested. Assists staff with required paperwork, client registration, telephone assistance and reminder calls to clients regarding appointments. May visit clients for assessment and follow up or to transport to service appointments.
5	L	Provide direct care to clients in residential programs. Assist with activities of daily living. Monitor and document behavior.

CLASSIFICATION REQUIREMENTS:

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Education	High school diploma.
Experience	One year of experience in human services.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Intermediate
Math	Basic
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	X Other (see 2 below)

(1) N/A

(2) Community Settings

PROTECTIVE EQUIPMENT REQUIRED:

None.