

**Classification Title: Human Services Senior Practitioner**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Provides a variety of senior level assessment, planning, linking, coordinating, monitoring, counseling, and intervention services to Wake County residents across multiple Human Services Programs including child and adult protective services, family support, adoption services, community health and home care, general health care services, MH/DD/SA Services, and Utilization Management.

**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	S	Provides crisis intervention, counseling, case management and referral to programs. Investigates allegations of abuse or neglect, involving both children and adults, assesses safety and risk, and intervenes to protect children and support families as appropriate. Establishes action plans and works with clients through conclusion or referral to other services.
2	S	Reviews referrals and completes initial assessments, screens applicants for program eligibility, evaluating histories, current situations, educational and work backgrounds, impairments, immediate or future social services needs and/or medical or substance abuse issues.
3	S	Plan services together with consumers and families, link consumers to needed services, coordinate services delivered by multiple providers and monitor the quality of services and consumers' progress based on assessment. Identifies goals and objectives and coordinates care which may include medical, family intervention, training or in-patient referrals. Arranges ancillary services which may include additional counseling, education groups, family support or community support activities such as housing, transportation, home care or medical care.
4	L	Facilitates individual and group sessions with clients. Documents sessions and provides feedback to staff members and/or teams. Consults with other providers, teams and case managers on progress and case conclusion. Refers clients to more intensive programming as necessary and monitors progress.

#	Code	Essential Functions
5	S	Reviews clinical documentation and meets with client advocates for the purpose of determining the medical or clinical necessity of services and the funding source that can be authorized. Provide technical assistance to provider agencies.
6	S	Participates in team meetings, case conferences, supervision meetings and in-service training. Consults with supervision and program managers on case progress. Maintains documentation of all activities, interactions, counseling sessions, investigations and referrals with clients.

**CLASSIFICATION REQUIREMENTS:**

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Education	Master's degree in Social Work.
Experience	One year of experience in social work or counseling.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	A valid driver's license and a "safe" driving record may be required.
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Limited 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) Client homes and in the community.

**PROTECTIVE EQUIPMENT REQUIRED:**

Positions may require personal protective equipment to prevent exposure to communicable disease.