

## **SUPPLEMENTAL JOB DESCRIPTION**

Classification: CHILD SUPPORT OFFICER

Class Code: 1990-095

Position Title: Child Support Officer

Date Established: 12/01/00

Position Number: 41084

Date of Last Amendment: 8/19/15

**SCOPE OF WORK:** Establishes and/or enforces court and administrative orders for support in conjunction with varied field activities in order to fulfill the requirements of child support laws, regulations and policies in the Division of Child Support Services, Department of Health and Human Services.

### **ACCOUNTABILITIES:**

- Reviews and assesses cases to determine strategies for implementation of one or more establishment and/or enforcement techniques to ensure appropriate court orders and continuous and timely collection of payments.
- Negotiates with parents and attorneys on confidential and highly sensitive matters to establish paternity, determine legal obligations and/or to obtain current and past due child support.
- Recommends actions to judges and hearings officers to achieve payment settlements and on-going future payments.
- Exercises independent judgment and actions, under the general authority of the unit supervisor, to resolve issues in unique and varied cases.
- Represents the Division in violation, show cause and capiases hearings and testifies in modification hearings to ensure accurate presentation of evidence.
- Implements a variety of establishment and/or enforcement techniques such as consent degrees, long arm, wage withholding, license revocation, liens, tax offset and financial data match to effect the establishment and/or enforcement of court-ordered support.
- Investigates, verifies and documents evidence such as address, financial resources, employment data and ability to pay in order to establish and/or enforce obligations.
- Advises parents, legally liable relatives, attorneys, agencies and other child support staff about federal and state laws and policies to inform them and update them of changes.
- Exercises partial supervision over subordinate staff and may supervise the Child Support Unit in the absence of the Unit Supervisor.



## SUPPLEMENTAL JOB DESCRIPTION

Classification: EMPLOYMENT COUNSELOR SPECIALIST

Function Code: 4066-045

Position Title: NHEP Employment Specialist

Date Established: 3/11/10

Position Number: 12527

Date Of Last Amendment: 7/23/13

**SCOPE OF WORK:** To provide case management services to selected client populations to include the provision of activities and services which include: employment, training, barrier resolution, education, job preparation, and support services for the New Hampshire Employment Program (NHEP). Client services will be provided either face-to-face and/or via electronic method including telephone, fax, and/or e-mail, consistent with federal and state requirements and program policy. Caseload assignment may include statewide travel and/or visits to client homes or other community locations. This position is located in Concord, is assigned to the Bureau of Employment Supports, and reports to the supervisor of the Assessment and Intervention Unit, Program Specialist II (#12546).

### ACCOUNTABILITIES:

- Provides individualized, time-sensitive case management services to NHEP clients requesting the Family Violence Option good cause waiver or otherwise experiencing domestic violence issues including: conducting needs assessments, providing program orientations, developing service plans, including a personal safety plan; developing and implementing employability plans; and coordinating referrals to domestic violence community agencies.
- Coordinates and provides individualized, time-sensitive case management services to NHEP clients in Level III non-compliance sanction status. Includes contacting clients to assess their intention and ability to comply; informing clients of the consequences for continued non-compliance; providing information concerning the benefits of program compliance; and coordinating case action or on-going services with NHEP Teams. Facilitates participants' rapid engagement with appropriate community resources to ameliorate or resolve barriers.
- Provide time-sensitive crisis intervention services to TANF applicants or recipients who are in crisis and at risk of harming themselves or others, or who are experiencing family safety and security issues. Includes contacting the client, conducting a crisis assessment, providing program information, initiating follow-up communication with the referral source to provide case feedback and recommendations, and coordinating case actions and activities with the NHEP Team and/or the Family Services Specialist as needed.
- Interviews, assesses, and evaluates individual aptitudes, interests, abilities, work experiences, education, personality characteristics, and degrees of physical, social, or emotional limitations of assigned NHEP participants to identify individual service needs, strengths, and barriers. Includes administering, scoring, and interpreting standardized tests.
- Develops and implements an Employability Plan for each assigned NHEP participant and provides subsequent counseling (up to 5 years) to resolve employment barriers and stabilize family functioning.
- Documents and maintains accurate case notes and individual case records to track individual progress and comply with state and federal regulations and policies.
- Develops and maintains professional relationships with employers, service providers, educational institutions and community organizations to coordinate services to clients, develop employment opportunities, maximize available resources and promote community understanding. Additionally, acts as an official representative for the Division in coordination activities with domestic violence community agencies.

- Identifies needed NHEP policy and procedure changes. Includes integration and application of these changing policies and procedures to maximize services to NHEP participants. Determines individual program compliance that could result in the loss or increase of TANF benefits. Works with participant to resolve issues.
- Identifies the operational impacts of automated statewide benefit and service payment systems (New HEIGHTS and NH Bridges) on NHEP, and coordinates with other divisions and bureaus to ensure agency and program priorities and needs are represented and achieved. Includes statewide monitoring of employment and training service usage and resolving billing problems with HEIGHTS and Bridges staff. Requires review of exception reports and exercising override authority to ensure expenditures are accurate and financial risk to the agency is controlled.
- Identifies and coordinates required response or actions from program monitoring and/or federal audit findings. Requires review of all aspects of NHEP operations to accurately identify issues and develop preliminary recommendations and corrective action plans to ensure federal participation requirements and service goals are continuously achieved.
- Travels to NHEP Team locations statewide to provide NHEP case management services to clients during times of staff vacancies, heavy workloads and as assigned.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from an approved college or university with major study in social work, psychology, education, human services, sociology, counseling, behavioral science or a related field.

**Experience:** One year of experience as an Employment Counselor Specialist Trainee or three years in social work, counseling, family services, education, staff training, employee development, employment counseling, recruitment, or human resources.

OR

**Education:** Associate's degree from an approved college or university with major study in social work, psychology, education, human services, sociology, counseling, behavioral science or a related field.

**Experience:** Three years of experience as an Employment Counselor Specialist Trainee or five years in social work, counseling, family services, education, staff training, employee development, employment counseling, recruitment, or human resources.

**SPECIAL REQUIREMENTS:** For appointment consideration, Employment Counselor Specialist applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities as identified as necessary for satisfactory job performance by this class specification.

**PREFERRED QUALIFICATIONS:**

Preference will be given to candidates with a minimum of one year of experience in providing direct family counseling services, crisis intervention, or barrier resolution services to clients and families in domestic violence situations, and/or specialized training in domestic violence services and safety planning.

**License/Certification:** Valid driver's license and/or access to transportation for use in statewide travel.

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:** I have reviewed the content of this supplemental job description.

Reviewer's Name, Title & Position #: Kimberly Runion, Bureau Chief, #12478

\_\_\_\_\_  
Reviewer's Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position # Tina Brousseau, Field Support Manager, #19166

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed



\_\_\_\_\_  
Division of Personnel

7-9-19  
\_\_\_\_\_  
Date Approved

## SUPPLEMENTAL JOB DESCRIPTION

Classification: FAMILY SERVICES SPECIALIST TRAINEE

Function Code: 4310-045

Position Title: Family Services Specialist Trainee

Date Established: 8/15/88

Position Number:

Date of Last Amendment: 5/27/16

**Previewing the RJP is required in order to proceed with the hiring process. Please click on the link to view the realistic job preview. [http://www.dhhs.nh.gov/media/av/realisticjobpreview\\_intro.htm](http://www.dhhs.nh.gov/media/av/realisticjobpreview_intro.htm)**

After viewing, please complete the required Disclosure Statement to submit with your application.

**SCOPE OF WORK:** Provide professional, whole-person needs assessment, information, and referral services. Determines, certifies, and recommends for supervisory approval, eligibility for programs of assistance. To act as a liaison between clients and partner agencies, and to assist recipients in progress toward self-sufficiency. This position is assigned to the Bureau of Family Assistance and may be assigned to a District Office, client service center, and/or other work location as business requires.

### ACCOUNTABILITIES:

- Determines, certifies, and recommends for supervisory approval, eligibility for all programs of assistance as assigned timely and accurately. Interviews clients, in person or on the phone, and in a variety of community locations, using interactive interviewing techniques, and/or uses application and client data received via mail or electronically at a District Office, client service center, centralized unit, and/or other work location. Initiates collateral contacts to obtain information and verification required to complete determinations of initial and ongoing program eligibility.
- Evaluates case information to determine if all data is available to make an accurate determination of eligibility across all programs and services of application as assigned. Identifies and gathers additional case data by contacting multiple sources to verify and evaluate information, accessing automated databases and cross-matches, via web-based software applications, and other resources, including: NECSES, EDGE, MMIS, SAVE, BRIDGES and NH EASY.
- Communicates professionally and effectively with a diverse client population, in person, on the phone, or online to assess whole-person needs, provide eligibility services, answer questions, provide program and service information, explain program criteria, and complete referrals.
- Assesses whole-person service needs and refers clients to other social service, employment, education, health, or vocational rehabilitation agencies, inside and outside DHHS, to ensure needs are met.
- Applies complex and changing federal and state policy to ensure consistent, accurate, and timely processing of eligibility determinations.
- Assists clients with emergencies and makes necessary referrals for assistance in areas such as homelessness, loss of utilities, domestic violence, and lack of childcare, including follow-up response as required.
- Documents case files and updates automated eligibility system to ensure timeliness and accuracy of eligibility and referral information. Determines if fraud or over issuance of benefits is present and makes referrals for investigation to the Office of Special Investigations.
- Maintains current working knowledge of: specialized interviewing and communication techniques; social, economic and health conditions contributing to client barriers and/or impacting their ability to move toward self-sufficiency; local economy, social service network, and community resources; New HEIGHTS and automated systems used in the eligibility process; and all programs of assistance and associated policy to provide effective client service and meet all agency standards.

## **MINIMUM QUALIFICATIONS**

**Education:** Bachelor's degree or four years of education at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** One year of experience in: client or customer service-related work; explaining rules or regulations; interviewing; claims examination or similar audit and verification activities; direct social service delivery; implementing technical instructions; related work in fields such as banking, accounting, finance, auditing, insurance, customer service, marketing, or social services; or other related work. Work in positions such as Social Worker, Case Manager, Counselor, Case Technician, or Fiscal Services Specialist will be considered as related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Must possess a valid driver's license and/or have access to transportation for statewide travel.

## **SPECIAL REQUIREMENTS:**

In keeping with the goal of the Department of Health and Human Services to utilize a "whole person" client service model, all Family Services Specialists (FSS) will be required to develop and maintain knowledge and understanding of the full range of all DHHS programs of assistance. The successful candidate must also possess: strong verbal and written communication skills; the ability to work effectively with a wide range of clients and community stakeholders; and proficiency in computer skills, including keyboarding, Microsoft Word or similar word processing software, Internet, and e-mail systems.

### **For appointment consideration, FSS Trainee applicants:**

1. Must successfully participate in a structured interview measuring possession of knowledge, skills, and abilities identified as necessary for satisfactory job performance by the class specification. The structured interview is developed and administered, according to Division of personnel guidelines, by representatives of the state agency in which the vacancy exists.
2. Must successfully complete the Family Services Specialist New Hire Training and all supplemental curricula within the first 12 months of employment.
3. Must attain a minimum of 80% in a policy and procedures examination within the first 12 months of employment as an FSS Trainee.
4. Must be able to travel to District Offices and/or other work locations up to 50 miles away from assigned work location for temporary assignment or reassignment and/or to attend mandatory job training.
5. Must be able to work overtime when needed.

**For Promotion Requirements to the FSS I level: See FSS I Supplemental Job Description.**

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Debra Sorli, Administrator IV, #41045

\_\_\_\_\_  
Reviewer's Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #:

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

*Jennifer J. Elberfeld*

HA

\_\_\_\_\_  
Division of Personnel

5/27/16

\_\_\_\_\_  
Date Approved



## SUPPLEMENTAL JOB DESCRIPTION

Classification: FAMILY SERVICES SPECIALIST I

Function Code: 4311-045

Position Title: Family Services Specialist I

Date Established: 8/15/88

Position Number:

Date of Last Amendment: 5/27/16

**Previewing the RJP is required in order to proceed with the hiring process. Please click on the link to view the realistic job preview. [http://www.dhhs.nh.gov/media/av/realisticjobpreview\\_intro.htm](http://www.dhhs.nh.gov/media/av/realisticjobpreview_intro.htm)**

After viewing, please complete the required Disclosure Statement to submit with your application.

**SCOPE OF WORK:** Provide professional, whole-person needs assessment, information, and referral services. Determines and certifies eligibility for programs of assistance. To act as a liaison between clients and partner agencies, and to assist recipients in progress toward self-sufficiency. This position is assigned to the Bureau of Family Assistance and may be assigned to a District Office, client service center, and/or other work location as business requires.

### ACCOUNTABILITIES:

- Determines and certifies eligibility for all programs of assistance as assigned timely and accurately. Interviews clients, in person or on the phone, and in a variety of community locations, using interactive interviewing techniques, and/or uses application and client data received via mail or electronically at a District Office, client service center, centralized unit, and/or other work location. Initiates collateral contacts to obtain information and verification required to complete determinations of initial and ongoing program eligibility, including processing complex multi-program cases, and complex case activities with minimal supervisory oversight.
- Evaluates case information to determine if all data is available to make an accurate determination of eligibility across all programs and services of application as assigned. Identifies and gathers additional case data by contacting multiple sources to verify and evaluate information, accessing automated databases and cross-matches, via web-based software applications, and other resources, including: NECSES, EDGE, MMIS, SAVE, BRIDGES and NH EASY. As assigned, reviews and verifies the 5-year asset history to identify improper asset transfers and determines penalty period when appropriate. Reviews monthly reports to identify client financial accounts and income not previously reported.
- Communicates professionally and effectively with a diverse client population, in person, on the phone, or online to assess whole-person needs, provide eligibility services, answer questions, provide program and service information, explain program criteria, and complete referrals. Includes testifying at Administrative Appeal Hearings and court proceedings.
- Assesses whole-person service needs and refers clients to other social service, employment, education, health, or vocational rehabilitation agencies, inside and outside DHHS, to ensure needs are met.
- Assists clients with emergencies and makes necessary referrals for assistance in areas such as homelessness, loss of utilities, domestic violence, and lack of childcare, including follow-up response as required.
- Applies complex and changing federal and state policy to ensure consistent, accurate, and timely processing of eligibility determinations.
- Assists Family Services Specialist Trainees with workload assignments, including locating resources, interpretation on policy, and answering client questions.

- Documents case files and updates automated eligibility system to ensure timeliness and accuracy of eligibility and referral information. Determines if fraud or over issuance of benefits is present and makes referrals for investigation to the Office of Special Investigations.
- Maintains current working knowledge of: specialized interviewing and communication techniques; social, economic and health conditions contributing to client barriers and/or impacting their ability to move toward self-sufficiency; local economy, social service network, and community resources; New HEIGHTS and automated systems used in the eligibility process; and all programs of assistance and associated policy to provide effective client service and meet all agency standards.

## **MINIMUM QUALIFICATIONS**

**Education:** Bachelor’s degree or four years of education at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Two years of experience in: client or customer service-related work; explaining rules or regulations; interviewing; claims examination or similar audit and verification activities; direct social service delivery; implementing technical instructions; related work in fields such as banking, accounting, finance, auditing, insurance, customer service, marketing, or social services; or other related work. Work in positions such as Family Services Specialist Trainee, Social Worker, Case Manager, Counselor, Case Technician, or Fiscal Services Specialist will be considered as related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Must possess a valid driver’s license and/or have access to transportation for statewide travel.

## **SPECIAL REQUIREMENTS:**

In keeping with the goal of the Department of Health and Human Services to utilize a “whole person” client service model, all Family Services Specialists (FSS) will be required to develop and maintain knowledge and understanding of the full range of all DHHS programs of assistance. The successful candidate must also possess: strong verbal and written communication skills; the ability to work effectively with a wide range of clients and community stakeholders; and proficiency in computer skills, including keyboarding, Microsoft Word or similar word processing software, Internet, and e-mail systems.

### **For appointment consideration, FSS I applicants:**

1. Must be able to travel to District Offices and/or other work locations up to 50 miles away from assigned work location for temporary assignment or reassignment and/or to attend mandatory job training.
2. Must be able to work overtime when needed.

### **For promotion from FSS Trainee to FSS I, employees:**

1. Must have successfully completed the Family Services Specialist New Hire Training and all supplemental curricula.
2. Must have attained a minimum of 80% in a policy and procedures examination.
3. Must attain a satisfactory performance evaluation as an FSS Trainee, be in good standing, and receive a performance based recommendation for promotion to the level of FSS I by the immediate Supervisor and a Regional Manager or Administrator after completion of 12 months of employment as an FSS Trainee.

### **For hires directly into the FSS I level, employees:**

1. Must successfully complete the Family Services Specialist New Hire Training and all supplemental curricula within the first 12 months of employment.
2. Must attain a minimum of 80% in a policy and procedures examination within the first 12 months of employment.

**For Promotion Requirements to the FSS II level: See FSS II Supplemental Job Description**

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Debra Sorli, Administrator IV, #41045

\_\_\_\_\_  
Reviewer's Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: Jennifer Glidden, Supervisor V, #42736

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

*Jennifer J. Elberfeld* HA

5/27/16

Division of Personnel

Date Approved

## SUPPLEMENTAL JOB DESCRIPTION

Classification: FAMILY SERVICES SPECIALIST II

Function Code: 4312-045

Position Title: Family Services Specialist II

Date Established: 8/15/88

Position Number:

Date of Last Amendment: 5/27/16

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After viewing, please complete the required Disclosure Statement to submit with your application.

**SCOPE OF WORK:** Provide professional, whole-person needs assessment, information, and referral services. Determines and certifies eligibility for programs of assistance. To act as a liaison between clients and partner agencies, and to assist recipients in progress toward self-sufficiency. Provide partial supervisory duties in training and workload management. This position is assigned to the Bureau of Family Assistance and may be assigned to a District Office, client service center, and/or other work location as business requires.

### ACCOUNTABILITIES:

- Determines and certifies eligibility for all programs of assistance as assigned timely and accurately. Interviews clients, in person or on the phone, and in a variety of community locations, using interactive interviewing techniques, and/or uses application and client data received via mail or electronically at a District Office, client service center, centralized unit, and/or other work location. Initiates collateral contacts to obtain information and verification required to complete determinations of initial and ongoing program eligibility, including processing complex multi-program cases, and complex case activities without supervisory oversight.
- Evaluates case information to determine if all data is available to make an accurate determination of eligibility across all programs and services of application as assigned. Identifies and gathers additional case data by contacting multiple sources to verify and evaluate information, accessing automated databases and cross-matches, via web-based software applications, and other resources, including: NECSES, EDGE, MMIS, SAVE, BRIDGES and NH EASY. As assigned, reviews and verifies the 5-year asset history to identify improper asset transfers and determines penalty period when appropriate. Reviews monthly reports to identify client financial accounts and income not previously reported.
- Communicates professionally and effectively with a diverse client population, in person, on the phone, or online to assess whole-person needs, provide eligibility services, answer questions, provide program and service information, explain program criteria, and complete referrals. Includes communications with financial institutions and follow-up contacts with clients to clarify or request additional financial information. Includes testifying at Administrative Appeal Hearings and court proceedings.
- Assists management in training staff in policy, procedures, technical systems, and/or interviewing skills. Assists Family Services Specialist staff with workload assignments, including locating resources, interpretation of policy, and answering client questions. Assigns and oversees completion of work for Family Services Specialist Trainee and I staff, including conducting case reviews to determine completeness and accuracy of the work of FSS staff.
- Assesses whole-person service needs and refers clients to other social service, employment, education, health, or vocational rehabilitation agencies, inside and outside DHHS, to ensure needs are met. Includes assisting clients with emergencies and makes necessary referrals for assistance in areas such as homelessness, loss of utilities, domestic violence, and lack of childcare, including follow-up response as required.
- Applies complex and changing federal and state policy to ensure consistent, accurate, and timely processing of eligibility determinations.

- Documents case files and updates automated eligibility system to ensure timeliness and accuracy of eligibility and referral information. Determines if fraud or over issuance of benefits is present and makes referrals for investigation to the Office of Special Investigations.
- Participates in agency projects and initiatives to ensure whole-person and client-centered service. Makes assessments, consults with, and provides input and suggestions for operational improvements to management.
- Acts in the capacity of the District Office Supervisor in their absence including: scheduling and assigning work, providing policy clarifications, reviewing work for accuracy, resolving urgent personnel issues in collaboration with the Regional Manager, handling client complaints, and approving immediate leave requests.
- Maintains current working knowledge of: specialized interviewing and communication techniques; social, economic and health conditions contributing to client barriers and/or impacting their ability to move toward self-sufficiency; local economy, social service network, and community resources; New HEIGHTS and automated systems used in the eligibility process; and all programs of assistance and associated policy to provide effective client service and meet all agency standards.

## **MINIMUM QUALIFICATIONS**

**Education:** Bachelor's degree or four years of education at a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years of experience in: client or customer service-related work; explaining rules or regulations; interviewing; claims examination or similar audit and verification activities; direct social service delivery; implementing technical instructions; related work in fields such as banking, accounting, finance, auditing, insurance, customer service, marketing, or social services; or other related work. Work in positions such as Family Services Specialist I, Social Worker, Case Manager, Counselor, Case Technician, or Fiscal Services Specialist will be considered as related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Must possess a valid driver's license and/or have access to transportation for statewide travel.

## **SPECIAL REQUIREMENTS:**

In keeping with the goal of the Department of Health and Human Services to utilize a "whole person" client service model, all Family Services Specialists (FSS) will be required to develop and maintain knowledge and understanding of the full range of all DHHS programs of assistance. The successful candidate must also possess: strong verbal and written communication skills; the ability to work effectively with a wide range of clients and community stakeholders; and proficiency in computer skills, including keyboarding, Microsoft Word or similar word processing software, Internet, and e-mail systems.

### **For appointment consideration, FSS II applicants:**

1. Must satisfactorily complete or be enrolled in a supervisory training program offered by an approved entity within the first 12 months of employment.
2. Must be able to travel to District Offices and/or other work locations up to 50 miles away from assigned work location for temporary assignment or reassignment and/or to attend mandatory job training.
3. Must be able to work overtime when needed.

**For promotion from FSS I to FSS II, employees:**

1. Must have successfully completed the Family Services Specialist New Hire Training and all supplemental curricula.
2. Must attain a minimum average combined score of 85% in the following:
  - A job-related interview
  - A New Heights complex case processing assessment
  - A case review accuracy assessment
3. Must attain a satisfactory performance evaluation as an FSS I, be in good standing, and receive a performance based recommendation from the immediate Supervisor and Regional Manager or Administrator after the completion of 12 months of employment as an FSS I.

**For hires directly into the FSS II level, applicants/employees:**

1. Must receive Division Director’s approval for direct hire at the FSS II level.
2. Must successfully complete the Family Services Specialist New Hire Training and all supplemental curricula within the first 12 months of employment.
3. Must attain a minimum average combined score of 85% in the following within the first 12 months of employment:
  - A job-related interview
  - A New Heights complex case processing assessment
  - A case review accuracy assessment

**DISCLAIMER STATEMENT:** The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

I have reviewed this job description for content.

Reviewer’s Name, Title & Position #: Debra Sorli, Administrator IV, #41045

\_\_\_\_\_  
Reviewer’s Signature

\_\_\_\_\_  
Date Reviewed

I have reviewed the content of the above job description with my supervisor.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor’s Name, Title, Position #: Jennifer Glidden, Supervisor V, #42736

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date Reviewed

*Jennifer J. Elberfeld*  
\_\_\_\_\_  
HA

5/27/16  
\_\_\_\_\_  
Date Approved

Division of Personnel