

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**Human Services Support Specialist**

**CLASS SUMMARY:**

Under general supervision, serves as the primary staff resource and on-site assistance for users of California's statewide automated case management systems and auxiliary systems that support public assistance, child welfare, and employment services; acts as liaison between departmental end-users, State's central help desk, vendor staff and other information systems providers, and County Information Technology staff to resolve system and user problems; analyzes, investigates, resolves, coordinates, tracks and documents resolutions of system use, access, and application problems and questions.

The Human Services Support Specialist is a single grade level class for fully experienced incumbents. Incumbents exercise a wide latitude of independent decision-making within a help desk function. They apply detailed, specialized, and technical knowledge of multiple State and county public assistance, employment services, and/or child welfare programs; auxiliary support systems; and system software applications.

Incumbents give instructions to users on 'how' to work within the various automated systems with applicable legislation, regulations, and procedures, but do not assign tasks or monitor and evaluate performance.

Incumbents are employed under one of two options:

Child Welfare Option

Incumbents under this option provide on-site assistance, training, and problem resolution to staff using the automated systems and related applications specific to child welfare support services.

Eligibility-Employment Option

Incumbents under this option provide on-site assistance, training, and problem resolution to staff using the automated systems and related applications specific to public assistance and employment support services.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- **Employment Resources Specialist III, Eligibility Benefits Specialist III or Child Support Specialist (Senior)** classes which provide on-site functional lead work; overseeing and guiding the work of a public assistance eligibility, employment services, or a child welfare/support/enforcement unit; monitor quality and timeliness of unit work; identify and provide individual instruction for work deficiencies; and provide feedback to supervisors. Incumbents assist staff working with the California's statewide automated case management systems and auxiliary systems, but application or system problems requiring in-depth program knowledge, investigation, and resolution are referred to the help desk.

- **Staff Development Trainer** or **Child Support Training Specialist** classes which develop and conduct formal classroom and regulatory training programs for incoming eligibility, employment services, or child welfare staff and in-service training on specialized subjects for experienced staff.
- **Information Technology** classes such as the Information Technology Coordinator, Information Technology Specialist, or Information Technology Analyst. These classes require technical education and experience to support the integrity and/or data structure of the underlying applications, data bases, operating systems and/or hardware.

#### **SUPERVISION RECEIVED AND EXERCISED:**

Supervision is provided by a higher-level supervisor, manager or program specialist.

Employees in this class provide technical lead direction and instruction to eligibility, employment, child welfare, fiscal, and other staff using California's statewide automated case management systems and related systems.

#### **ESSENTIAL DUTIES:**

- Serves as main staff resource and on-site support for users of California's automated case management systems and associated systems that support the County's public assistance, child welfare, and employment services, such as:
  - employing comprehensive working knowledge of applications at the department level;
  - providing informal instruction and training on system use, access and applications;
  - investigating, resolving, and coordinating resolutions of end-user errors and system use, access, operations, and application problems;
  - providing program and technical support to end-users via telephone, email, or in-person, including help desk activities and end-user training;
  - coordinating problem resolution, as needed, with the State's central help desk, vendor staff, and County's Information Technology staff.
  - identifying knowledge gaps of system's end-users or trends and topics related to system functions; composes instructional materials, user hints, and guidelines; providing feedback to system users and supervisors concerning error trends and tips for problem avoidance and resolution;
  - reviewing change requests from staff; determining changes to the State and/or County case management systems and providing recommendations;
  - staying current with California's automated case management systems' procedures, preparing on-line bulletins to inform users of changes and additions, and developing workarounds when necessary;
  - assisting with writing and revising procedures, instructional materials, and staff development tools for systems-related training; and
  - meeting with management, supervisory staff, and other staff regarding systems' usage, improvements, modifications, maintenance, and training needs for users.
- Tracks and documents system problems and information on resolution processes and data needs; monitors outcomes and informs users, such as:
  - preparing reports and documentation from data maintained in the State and County systems and related system program activities;
  - creating spreadsheets, templates, and/or forms to assist end-users;

- researching regulations, procedures, and technical reference materials to identify upcoming changes to regulations, programs and systems; determining impacts on, and necessary changes to, the relevant systems, and providing recommendations;
  - serving as an information resource to program staff, IT staff, developer groups, system vendors, project help desks and other counties on system use and problems and application needs and issues;
  - participating in system user groups to assist in developing methods to resolve user problems; and
  - testing new system releases and fixes.
- Represents department at meetings with county departments and outside agencies for information sharing, system improvements, change implementations, such as:
    - responding to a variety of public, staff, and management inquiries, providing the requisite information, and/or referring the requests to appropriate parties;
    - assisting in special projects designated by the department management.
  - Performs related duties as assigned.

#### **EDUCATION AND EXPERIENCE:**

- Either:** One (1) year of full-time experience performing duties as an Employment Resources Specialist III, an Eligibility Benefits Specialist III, or Child support Specialist (Senior) within Solano County employment.
- Or:** Two (2) years of full-time experience performing duties as Employment Resources Specialist II, an Eligibility Benefits Specialist II, or Child Support Specialist within Solano County employment.
- Or:** Three (3) years of experience performing duties equivalent to a journey-level case worker within a California social services department that included in-depth program knowledge and the use of a statewide automated system and related systems to support public assistance, child welfare programs, and/or employment services. This experience must have provided the applicant with broad knowledge of the relevant programs and statewide automated system.

#### **LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Possession of a valid California Driver's License, Class C may be required at the time of appointment.

All licenses, certificates and registrations must be kept current while employed in this class. This may include the completion of continuing education units to maintain the required license, certification, or registration in good standing. Employees must keep their licenses, certifications and registrations current and failure to do so may constitute cause for personnel action in accordance with civil Service Rules.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge of:**

- Provisions of the California Welfare and Institution Code and federal, state, and local laws, rules, and regulations governing the administration of public social services programs in California, and multiple public assistance, child welfare, and/or employment services programs.
- Policies, principles, practices, and procedures of programs supported by statewide case management systems and auxiliary systems, such as the California Statewide Automated Welfare System Consortium-IV, CalWORKs Information Network (CalWIN), food stamps (CalFresh), Medicaid (Medi-Cal), Affordable Care Act (ACA), Modified Adjusted Gross Income (MAGI and Non-MAGI), County Medical Services Program (CMSP), Case Management Information and Payrolling System (CMIPS), California Healthcare Eligibility, Enrollment, and Retention Systems (CalHEERS), Child Welfare Services/Case Management Systems (CWS/CMS), General Assistance/General Relief, Welfare to Work, Foster Care, adoption assistance, and case management functions from a user perspective and general application.
- Work methods and techniques used by public assistance, child welfare, and/or employment services staff, including case administration techniques and documentation and reporting requirements.
- Customer service techniques for dealing with customers, often in difficult or confrontational situations.
- Terminology relating to computer software, hardware, and peripheral equipment.
- Methods of system diagnostics, error research, and trouble-shooting.
- Record management, work-load management, case management principles and practices, quality control, and program review practices.
- Personal computer operating systems, software (i.e., MS Office Suite, Windows, Outlook), and related equipment.
- Methods and techniques used in researching, proofing, evaluating, and organizing data.
- Standard office practices and procedures; record keeping and case management.
- Effective methods of training and presentations.
- English usage, composition spelling, grammar, vocabulary, and punctuation for both written and oral communications; report writing and proper format and style.
- Mathematics for developing, preparing and completing numerical, budgetary, and/or statistical reports.

### **Skill and/or Ability to:**

- Understand, interpret and apply rules, regulations, ordinances and legislation.
- Exercise sound and independent judgment in determining and selecting appropriate processes, alternatives, and desired actions within established work practices, procedures and commonly used regulations.
- Explain and apply complex, interrelated, and contradicting regulations, procedures and policies governing multiple public assistance, child welfare, and employment programs.
- Evaluate user, programmatic, and system data to identify, assess, and resolve user, system and operational problems, and hardware and software problems.
- Provide training and assistance to end-users on complex systems, software, and procedures to resolve problems.
- Maintain accurate and systematic records and files; document actions; prepare narratives and related reports, correspondence, documents, statistical data, graphs, and charts.

- Organize, prioritize, schedule and coordinate work flow to meet production deadlines.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work independently and with minimal supervision.
- Work productively under time pressure and with interruptions.
- Maintain confidentiality of information and records per pertinent laws and regulations.
- Stay current on new program regulations and legislation; and determine the impact of regulatory changes on local operations and systems.
- Establish and maintain cooperative working relationships with those contacted in the course of work and people from a variety of socio-economic, ethnic, and cultural backgrounds.

#### **PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require the incumbent to stoop, kneel, reach, stand, walk, finger, grasp, feel (i.e. sense of touch), and perform repetitive motions.
- **Lifting, Carrying, Pushing and Pulling:** Incumbents in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- **Vision:** Positions in this class require incumbents to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also require incumbents to have depth perception in order to operate a motor vehicle, as needed.
- **Hearing/Talking:** Positions in this class require incumbents to perceive the nature of sounds at normal speaking levels with or without correction and receive detailed information through oral communication. Positions in this class require incumbents to express and exchange ideas by means of the spoken word.

#### **WORKING CONDITIONS:**

- Employees in this class will most often be working in an office setting.
- Some positions in this class may require work in an out-station location or in a setting with other professionals integrated as a team.

#### **OTHER REQUIREMENTS:**

- **Background Checks:** The County will conduct a background check, fingerprinting, and a reference check on selectees prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any city or county where the selectees have lived, worked, or gone to school.
- **Independent Travel:** Incumbents may be required to travel independently to perform work at other work sites, to attend meetings with other County employees, to attend meetings with professional organizations, and so forth.
- **Child Abuse Reporting:** Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Sections 11165.7 and 11166 of the California Penal Code related to child abuse reporting.

- Elder Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with section 15630 of the California Welfare and Institutions Code relating to elder abuse reporting.
- Language Proficiency: Some positions allocated to this class may require the incumbent to speak, read, and write in a language other than English.



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Director of Human Resources

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Approved by the Civil Service Commission: 8/10/2022
- Date Class Title Added to the Listing of Classes and Salaries by the Board of Supervisors: 9/13/2022
- Class Code: 444110