

## **ADULT SERVICES SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized social services work that involves responsibility for performing a variety of adult services activities including but not limited to reviewing, evaluating and providing program information and services to clients. The specific duties will depend on the area of assignment but are specific to adult services. The work is distinguished from that of an Adult Services Assistant primarily in the complexity of the work and in the degree of independence with which responsibilities are met. The work is performed under the direct supervision of an administrator and in accordance with New York State guidelines, regulations, and departmental policies and procedures, and work guidance (e.g. lead work) may be provided to paraprofessional and clerical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides recommendations for developing and improving plans and procedures for programs regarding adult services;

Interviews applicants and clients, as needed, in order to identify needs for services and determine appropriate placements in programs and eligibility for services, as it relates to adult services;

Monitors client progress and the adequacy and appropriateness of services, including those that facilitate client self-sufficiency;

Meets with applicants and clients to explain services and eligibility requirements, policies and procedures, identify and ensure clients' understanding of their needs, resolve problems regarding eligibility, and encourage participation in programs and services, etc.;

Identifies, contacts, and gathers information regarding public and private resources and evaluates their potential for meeting the needs of clients, as it relates to adult services, and makes referrals for services, as appropriate;

Plans and facilitates client support group meetings, as needed;

Attends and participates in training sessions specific to adult services, as assigned;

Prepares a variety of reports;

May speak to individuals, groups and organizations about available adult services, programs and benefits.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of Federal, New York State, and local social services laws, regulations, and programs, especially as they affect eligibility for various Department of Social Services programs, especially those that pertain to adult services\*; good knowledge of Rockland County public and private programs and resources; ability to maintain a variety of records and prepare reports; ability to establish and maintain cooperative relationships with others; ability to use computer applications such as spreadsheets, word processing, email and database software\*; ability to conduct basic interviews in order to gather information related to adult services; ability to understand and interpret written material.

(over)

**MINIMUM QUALIFICATIONS:**

1. A Bachelor's degree or higher and two (2) years of work experience that substantially involved the provision of services to individuals or clients in a human services\*\* setting;  
or
2. An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) college credits) and four (4) years of work experience that substantially involved the provision of services to individuals or clients in a human services\*\* setting;  
or
3. Any equivalent combination of education and experience as described in (1) and (2), above.

\*To be demonstrated during the probationary period.

\*\*Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special need children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of human services provider in interacting with or responding to clients.