

TOWN OF ROCKY HILL EXTERNAL JOB POSTING

(This is an advertisement. Please see pages 2 – 4 below for a detailed job description.)

DEPARTMENT OF HUMAN, YOUTH & SENIOR SERVICES

HUMAN SERVICES SPECIALIST

The Town of Rocky Hill, one of Connecticut's most desirable places to live and work, is accepting applications for the full-time position of Human Services Specialist. Please see the job description on pages 2 – 4 below for a detailed list of job functions and qualifications.

This position is part of the MEUI Local 506 union. Salary (Appendix A, Effective 7/1/2023: \$72,596) and hours will be in accordance with the collective bargaining agreement which can be viewed online at: www.rockyhillct.gov/unioncontracts.

Interested applicants must submit each of the following: 1) a resume; 2) a letter of interest which clearly demonstrates how the applicant meets the qualifications; and 3) A completed Town of Rocky Hill Application for Employment. Please submit all application materials to the Department of Human Resources ATTN: Autumn Geyer (hrdept@rockyhillct.gov) via electronic mail. ***Applications will be accepted until the position is filled.*** Incomplete applications will not be considered. Please be advised finalists will be required to undergo a comprehensive background, financial, and/or criminal investigation.

The Town of Rocky Hill is an EEO/AA Employer and complies with the ADA. Applicants with disabilities may request assistance or an accommodation at any time by contacting Human Resources via telephone (860-258-7651), via confidential fax (860-257-1109), via email (hrdept@rockyhillct.gov) or by visiting the department of Town Hall during business hours.

**Town of Rocky Hill
Job Description**

POSITION: HUMAN SERVICES SPECIALIST
DEPARTMENT: HUMAN, YOUTH & SENIOR SERVICES
REPORTS TO: DIRECTOR OF HUMAN, YOUTH & SENIOR SERVICES
SUPERVISES: NONE
BARGAINING UNIT: MEUI LOCAL 506

Summary of Responsibility:

Under the direction of the Director of Human and Youth Services, this position performs professional casework activities, providing public assistance services and resources available from the Department of Human Services as well as auxiliary state, local and federal programs. Such services and resources include: entitlement programs, fuel assistance, mental health and substance use services, CHOICES counseling, crisis intervention, etc. This position may also assist with duties associated with Youth & Family Services. Job duties of this position do not include counseling; however, this position will perform on-call services as needed.

Essential Functions:

1. Assists Department Director and/or other department Coordinators with case management and reporting as assigned.
2. Performs complaint intake and case management activities in connection with Fair Rent Commission matters. Responds to renters' inquiries and calls for assistance, providing resources as needed. Communicates with Town officials and inspectors, landlords and other stakeholders. Compiles key documents for case files and presents case summaries at Fair Rent Commission proceedings and other meetings in accordance with local and state laws and municipal procedures. Works closely with departmental administrative staff responsible for coordinating Fair Rent Commission meetings.
3. Explains eligibility criteria and requirements for public assistance programs.
4. Collects client data, performs day-to-day intake activities, and determines eligibility for various programs, services and benefits.
5. Makes appropriate referrals to other programs, state services or local private services to verify client received available benefits.
6. Discusses the client's goals and participation levels.
7. Completes case documentation, responds to electronic correspondence and makes entries into automated computer systems.
8. Performs work and serves as a Municipal Agent for the Elderly/Choices Counselor.
9. Applies knowledge of programs and services designed to enhance independence and quality of life for clients including homecare, senior housing, Veteran's benefits, Medicare, Medicaid/Title 19 and healthcare, etc.
10. Consistent behavior in selecting interventions which are congruent with the values of one's self, clients, the employing organization and the Human Service profession.

11. Acts as information and referral source with the ability to plan and implement services and evaluate interventions.
12. Initiates research and engages in continuing education to update knowledge of the profession/industry, and stays abreast of current trends and methods of providing services and performing work.
13. Maintains confidential data, case records and statistics.
14. Comply with confidentiality protocols, procedures and laws in the delivery of services.
15. Collaborates with staff, community partners, and area agencies to deliver and connect social services programs for clients.
16. May be directed to assist with administrative and clerical work as needed.
17. Assists with special projects and performs other job duties as needed.

Note: The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

Qualifications and Competencies:

1. Bachelor's degree in Social Work preferred, alternatively, a Bachelor's degree in psychology, sociology/anthropology, social welfare, geriatric studies or a closely related field is acceptable.
2. Requires at least two (2) years of professional casework or crisis intervention experience in a social welfare agency or successful completion of an agency-sponsored training program.
3. Eligibility as a Connecticut Licensed Social Worker preferred.
4. Certification as a Municipal Agent for the Elderly or ability to obtain upon hire.
5. Certification as a Connecticut's program for Health insurance assistance, Outreach, Information and referral, Counseling, Eligibility Screening (CHOICES) or ability to obtain upon hire.
6. Significant experience in serving and interacting with the elderly, youth, indigent or those identified with mental health struggles.
7. Demonstrated success and prior experience with federal and state programs designed to benefit the elderly and the qualifying public.
8. Requires ability to operate commonly used manual and automated office equipment including copier, fax machine and personal computer.
9. Understanding of and sensitivity to ethnic, racial and multicultural issues.
10. Ability to work closely with others.
11. Good interpersonal and communication skills.
12. Ability to quickly develop a rapport with clients and other stakeholders.
13. Highly effective at managing multiple tasks and projects with competing priorities.
14. Ability to understand the nature of human systems.
15. Ability to understand the conditions which promote or limit optimal functioning and classes of deviations from desired functioning in the major human systems.
16. Ability to identify and select interventions which promote growth and goal attainment.

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must be able to perform continuous bending, twisting, stooping, reaching and lifting of moderate to heavy weight material up to 25 lbs.
2. Is required to have the dexterity to operate and control tools and equipment required within the essential functions. Including the use of hands to handle, feel or operate objects, tools or controls; and reach with hands and arms;
3. Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus;
4. Able to sit and/or stand for prolonged periods of time;
5. Able to perform in a work environment that is quiet to noisy depending on the task or equipment being used.
6. Must be able to hear normal sounds with background noise, distinguish voice patterns and communicate clearly with speech as in using a telephone or providing group training.

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