

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Human Services Specialist

**SERIES NO.:**

6945

**MAJOR AGENCIES:**

Job &amp; Family Services only

**EFFECTIVE DATE:**

06/15/2014

**SERIES PURPOSE:**

The purpose of the human services specialist series is to conduct paper & on-site reviews of records & activities of social program services agencies &/or contract providers & provide technical social service programmatic expertise in order to ensure quality of human services delivery, monitor for cost effectiveness & assure that county &/or contract provider agencies &/or contract providers comply with applicable state & federal public assistance regulations.

At the lower level, incumbents conduct paper reviews, perform limited field collection of data, provide preliminary information regarding social services programs or serve as intake officer.

At the middle level, incumbents typically monitor one category/component of human services program to include both in-house & on-site reviews, or design standards &/or operating procedures for reporting agencies, or serve as program consultant or eligibility worker for placement/removal of recipients in a specific program component, or act as part of manual writing team & plan, research, develop & implement administrative procedure manual to support various human services programs.

At the highest level, incumbents monitor county &/or contract provider agencies &/or contract providers in all categories of social services delivery, or plan & coordinate all components of specialized program, or develop policies & procedures for district office review activities, or serve as state hearing compliance officer ascertaining compliance with corrective action mandated by hearing decision.

Note: This class series is restricted for use by the Department of Job & Family Services only.

**CLASS TITLE:**

Human Services Specialist 1

**CLASS NUMBER:**

69451

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The developmental level class works under general supervision & requires working knowledge of social programs & program research methods & techniques in order to conduct paper reviews & perform some data collection in the field to ascertain client's utilization of services or to ascertain compliance of service providers, or to provide preliminary information & technical assistance regarding social services programs, or to serve as intake officer for processing of case materials.

**CLASS TITLE:**

Human Services Specialist 2

**CLASS NUMBER:**

69452

**EFFECTIVE DATE:**

03/07/2004

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of social programs & program research methods & techniques & applicable state & federal laws & regulations for assigned social program component in order to plan & develop performance criteria & conduct regular & special program evaluations for assigned human services program component to determine compliance with applicable laws & regulations; or to act as part of manual writing team & plan, research, develop & implement administrative procedure manual to support various human services programs.

<b>CLASS TITLE:</b> Human Services Specialist 1	<b>CLASS NUMBER:</b> 69451	<b>BARGAINING UNIT:</b> 12
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**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Conducts paper reviews (e.g., computer printout of provider, recipients &/or diagnostic related group profiles, case records, program records, state hearing reports, certification packages, provider billings) & performs some data collection activities in field &/or office typically for one category/component of overall human services program (e.g., Child Support Enforcement, Medical providers) to ascertain client's utilization of services, suspected fraud, abuse or overutilization & necessity for improvement or to ascertain compliance of services providers & makes recommendations for increased efficiency or ensures only qualified providers participate;

OR

Provides written & oral preliminary information &/or technical assistance to interested parties regarding social services programs;

OR

Serves as intake officer (e.g., reviews case materials, gathers information for required clarification, enters into Medicaid Management Information System - MMIS, verifies for accuracy, resolves problems, provides information & technical expertise relating to program policies & changes to providers, recipients & other state & county agencies, ensures appropriate systems generated letters to providers are mailed) & develops & prepares statistical & analytical reports.

Coordinates program activities; conducts studies & recommends methods & procedures to facilitate communication & cooperation between state & local staff, providers & other interested parties.

Conducts correspondence with service providers, governmental agencies & public regarding program matters; provides general information regarding program operations; prepares monthly activity report & other programmatically required statistical & narrative reports; operates personal computer &/or word processing equipment to generate various typed documents; attends training sessions; assists in developing informational materials.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine or comparable field; human relations; applicable federal & state regulations; agency rules & procedures applicable to particular social program\*; social work research methods & techniques; public relations. Skill in operation of personal computer &/or word processing equipment\*. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret social welfare information & technical materials in books, journals & manuals; gather, collate & classify data about people, places or things; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine or comparable field.

-Or 2 yrs. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to federal public assistance/human services policies & procedures or those issued by government agency was mandated.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Travel may be required, some of which may require overnight stay.

<b>CLASS TITLE:</b> Human Services Specialist 2	<b>CLASS NUMBER:</b> 69452	<b>BARGAINING UNIT:</b> 12
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**EFFECTIVE DATE:**

03/07/2004

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Plans & develops performance criteria (e.g., program goals, reporting standards & procedures, monitoring accountability mechanisms) & conducts regular & special program evaluations for compliance with applicable laws & regulations for assigned category/component of overall human services program (e.g., General Assistance Medical, health care delivery patterns, family violence prevention, FACSIS, URESA, HCBS, IEVS, PACT, ADC, DUR, nursing homes), conducts periodic field &/or desk reviews of county agency &/or other service providers, compiles & analyzes individual case data to conduct program development, monitoring & evaluation tasks, identifies deficiencies, prepares written report recommending corrective actions, interprets policies & procedures & independently initiates resolution of problems setting parameters for solution;

OR

Acts as assigned social program consultant (e.g., FACSIS, SSI, HCBS, URESA, tax refund) by providing technical assistance & interpretation of applicable laws & regulations;

OR

Serves as eligibility worker for placement/removal of social program recipient in assigned program component (e.g., nursing homes, waivers & variance); OR plans, researches, develops & implements administrative procedure manual to support various human services programs.

Designs standards &/or operational procedures for reporting; monitors & evaluates local agency's program & operations to assure compliance with state & federal regulations; prepares reports of findings; consults with other entities regarding current &/or forthcoming program changes & updates administrative procedure manual, educates originating units of department on overall concept & format of administrative procedure manual, researches & reviews federal & state laws & regulations pertinent to administrative decisions & provides interpretation & assistance by telephone or correspondence, insures distribution of administrative procedure manual to state & county staff & coordinates activities performed by other entities which are directly associated with administration & implementation of policies pertaining to specialty areas.

Originates activity reports & other narrative & statistical reports of program status; operates personal computer &/or word processing equipment to generate various typed documents; provides general information verbally & in writing; answers inquiries & complaints from local agencies, recipients & other interested parties regarding programmatic issues; participates in &/or attends conferences & workshops.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of social or behavioral science or pre-medicine or comparable field; human relations; agency & governmental laws, rules & regulations applicable to particular social program; social work research methods & techniques; public relations; social services program analysis; technical writing\*. Skill in operation of personal computer &/or word processing equipment\*. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret social welfare information & technical materials in books, journals & manuals; gather, collate & classify data about people, places or things; handle sensitive inquiries from & contacts with officials & general public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in social or behavioral science or pre-medicine or comparable field; 18 mos. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to policies & procedures issued by government agency was mandated.

-Or completion of graduate core program in social or behavioral science or medicine-related or comparable field; 6 mos. exp. in delivery of human services in governmental, community or private human services agency or medical provider where adherence to policies & procedures issued by government agency was mandated.

-Or 18 mos. exp. as Human Services Specialist 1, 69451.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Travel required, some of which may include overnight stay.