

City of Fort Worth, Texas Job Description

Classification Title	Senior Human Services Specialist		
Job Code:	TC5700	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/12/15
FLSA Status	Nonexempt	Date Revised:	2/13/2020

GENERAL SUMMARY

Performs a variety of complex administrative duties in determining applicant eligibility and performing intake duties; assists in monitoring, leading and training lower level professional, technical and clerical staff in the performance of duties and services; and performs a variety of administrative tasks in support of assigned area of responsibility.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Leads, monitors and performs the most complex administrative and technical responsibilities related to the assigned program; works with municipal court clients in the receipt, processing and tracking of fines and related commitments; works with crime victims as criminal cases are processed through the criminal justice systems.
2. Assists in training lower level staff in administering the programs policies and procedures of the assigned program.
3. Provides information to citizens or prisoners on fine payments; explains policies and procedures of time payment plans; confers with clients to establish payment schedules to meet obligations determined by the courts; monitors payments to ensure commitments are met; qualifies and approves individuals who request extensions to payment plan.
4. Provides information and appropriate community referrals to crime victims.
5. Assists supervisory and management staff with the establishment and revision of related policies and procedures; makes recommendations to increase efficiency and effectiveness of assigned programs and services; confers with supervisory staff to implement policies.
6. When assigned to Police, may investigate juvenile runaway cases, including contacting reporting parties; following up on leads; working with outside law enforcement agencies, governmental agencies, and community resources to locate juvenile runaways; work collaboratively with other Police Department units such as the Major Case Unit, Human Trafficking Unit and Youth/School Resource Unit.
7. Provides crisis intervention with crime victims.

8. Within established guidelines for specific program, determines applicant eligibility for requested program or service; notifies applicant and refers to appropriate internal or external agencies; explains program policies, procedures, rules and regulations to potential applicants.
9. Monitors individual payments; follows up and makes recommendations on cases where individual has failed to appear or comply with payment plan.
10. Reviews jail report for prisoner disposition; processes and follows up on prisoner dispositions; prepares indigent defense docket.
11. Provides training at the police academy on victim's rights, victimology, and methods of providing assistance to victims of violent crimes.
12. Facilitates, promotes and enhances participation in crime prevention programs, services and events Citywide.
13. Maintains and acquires informational and promotional material for distribution, displays and presentations to selected audiences.
14. Acts as a liaison between citizens, groups, organizations and businesses citywide.
15. Performs other related duties as required.
16. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles and practices of a municipal court and related programs and policies; of laws relating to crime victims.
 - Rules, regulations and procedures related to penalties, fines and rulings of municipal court.
 - Resources available in assigned program area.
 - Methods and techniques of interviewing clients in assigned program area.
 - Policies and procedures of maintaining records in assigned program area; of general orders of Police Department.
 - Methods and techniques of interviewing potential applicants for program eligibility.
 - Principles and practices of record keeping and file maintenance in assigned program.
 - Office equipment including computers, and supporting word processing and spreadsheet applications.
 - Pertinent federal, state and local laws, codes and regulations.
 - Principles and procedures for monitoring and training staff.
 - Methods and techniques of coordinating community services.
 - Methods and techniques of interviewing potential applicants for Crime Victims' Compensation administered by the Attorney General of the State of Texas.
- **Skill in:**
 - Microsoft Office.
 - Microsoft Publisher.

- Customer service.
- Public speaking.
- Event planning.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Conduct eligibility assessments in assigned municipal court program areas; conduct assessments of crime victims.
 - Apply policies, procedures, rules and regulations of specific agency in determining program eligibility.
 - Explain policies, procedures, rules and regulations related to municipal court; related to victims assistance.
 - Interview program applicants.
 - Maintain a variety of records and files.
 - Employ skills to cope with emotional trauma.
 - Operate office equipment including computers and supporting word processing and spreadsheet applications.
 - Establish and maintain effective working relationships with those contacted in the course of work.
 - Develop and maintain programs for assigned area.

MINIMUM JOB REQUIREMENTS

Bachelor's Degree from an accredited college in Sociology, Social work, Sociology, Psychology or a related field and four years related experience in a social services program setting, Victims Assistance Program, or closely related field.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

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

Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.

