

MORGAN STATE UNIVERSITY

JOB SPECIFICATON



HUMAN SERVICE WORKER I

Class Code: N1167
Pay Range: 7

FLSA Code: N/E (Non-Exempt)

JOB SUMMARY

Under direct supervision, assists in providing direct social services such as routine crisis intervention, placement, and referral for individuals and their families.

PRIMARY DUTIES

1. Obtains and examines information necessary to assess client's needs and determine eligibility for services. Explains criteria for eligibility.
2. Identifies and evaluates client's problems. Makes recommendations to supervisor on a plan of action for social and/or medical services. Monitors and re-evaluates client progress.
3. Makes home visits to conduct initial intake and follow-up.
4. Coordinates the referral of clients to alternate care facilities. Arranges transportation, escort, home care, and other similar services.
5. Assists in providing preventive, protective, or supportive services to individuals or groups who are in or are threatened by, situations detrimental to their well-being or that of the community.
6. Writes case reports and maintains case records.
7. Maintains personal contact with other social service agencies and community resources in order to facilitate the referral of individual clients.
8. Assists in organizing individual and family support groups; educational programs such as seminars and workshops; and other activities.

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9. Maintains and updates statistical data such as social services needs evaluated, services provided, referrals made, follow-up contacts, and outcome of interventions. Assists in preparing various State, Federal, and departmental reports.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: Bachelor's degree.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

General knowledge of the emotional, social, physical, and mental needs of infants, children, adolescents, and adults. General knowledge of and compliance with confidentiality of records and communications regarding clients. Ability to interact with the public, health care providers, agencies, facilities, and community organizations. Ability to use computers and other office equipment. Ability to establish and maintain effective working relationships. Ability to write case reports and maintain accurate and up to date case records.

OTHER:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Valid Maryland Non-commercial Class C or equivalent driver's license may be required. Employees in this job class may be required to use their personal automobile while conducting official business.

