

Human Services Practitioner

DESCRIPTION OF WORK: This class provides professional case management services to a specific client population in a variety of settings using a wide range of case management skills and intervention techniques. Work may involve direct client services such as completing a social history, psychosocial assessment, service/treatment plan, follow-up, and counseling to clients. Coordination responsibilities involve planning program services/activities; monitoring, evaluating, and modifying program activities; and development of resources. Employees may recruit, train, and monitor activities of volunteers and may supervise a small number of lower level staff. Programs may involve other family members and address such issues as adolescent parenting; vocational/employment programs; or management of a residential program for clients. Each position may perform tasks that prepare clients so that they may live more independently and/or prepare clients for supported or competitive employment. Employees assess client's needs, ability to learn and work, aptitude, and personal interests; evaluate diagnostic data to determine eligibility and functional capability; and develop a written plan of service working with the treatment team and the client. Work may involve counseling and advising of families. They provide supportive counseling; and monitor the client's progress.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING

Knowledge – Technical: Basic knowledge of assessment principles and techniques, and appropriate counseling techniques. Basic knowledge of the populations served and its needs. Skill in observing, recording and evaluating behaviors among the population served.

Therapeutic Counseling: Basic understanding of learning theory and ability to adapt and implement theory to specific client needs. Ability to model target behaviors.

Communication and Teamwork: Ability to effectively convey information to clients and others, under close supervision. Ability to write correct, complete, concise and coherent notes, reports and log entries, with feedback writing sample – case note and log. Ability to participate in the treatment team process.

Interpersonal Skills: Ability to relate positively and calmly to clients. Ability to communicate specific behavioral concepts and techniques. Ability to relate in a consultative role with clients and their families.

Planning/Organizing Work: Ability to participate in the development of treatment plans.

Advocacy Skills: Ability to assess adaptive, developmental and social behavioral levels of clients referred for their current functioning level. Knowledge of available services and ability to refer clients and families to those services.

JOURNEY

Knowledge – Technical: Working knowledge of assessment principles and techniques, and individual and group counseling methods. Working knowledge of appropriate behavior modification techniques. Working knowledge of available community services. Working knowledge of the needs of the population served.

Therapeutic Counseling: Working understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services.

Communication and Teamwork: Ability to effectively convey information to clients and others, under general supervision. Ability to integrate the findings of the treatment team into a final treatment plan. Ability to coordinate the treatment team process.

Interpersonal Skills: Ability to relate positively to community groups and other professionals.

Planning/Organizing Work: Ability to develop and implement treatment plans as a fully functioning member of the treatment team. Ability to train families and other staff in specifics of the plans.

Advocacy Skills: Ability to assess a wide variety of current and projected needs of clients using various forms of standardized tests. Ability to follow-up on services being provided to the clients to assure needs are being met. Ability to provide and implement some of the services needed, using counseling and behavioral modification approaches.

ADVANCED

Knowledge – Technical: Full knowledge of assessment principles and techniques, and individual and group counseling methods. Full knowledge of appropriate behavior modification techniques. Full

Interpersonal Skills: Ability to relate positively in a crisis situation and in dealing with more complex cases. Ability to work with a variety of professionals representing various disciplines related to the client's

knowledge of available community services. Full knowledge of the needs of the population served. Full knowledge of appropriate crisis intervention techniques. Ability to lead work teams and mentor other professional staff.

Therapeutic Counseling: Full understanding of theories of human behavior, change processes, learning theory, and treatment of physical/mental health concerns to provide therapeutic services. Ability to modify counseling techniques as required by the nature of the crisis faced.

Communication and Teamwork: Ability to effectively convey information to clients and others, under minimal supervision. Ability to conduct multi-disciplinary clinical interviews and modify treatment plans as needed. Ability to lead the treatment team process.

specific needs.

Planning/Organizing Work: Ability to review existing treatment plans and identify areas needing improvement. Ability to recommend modifications to those plans and monitor implementation.

Advocacy Skills: Ability to identify client needs in more complex cases and to obtain appropriate services required to meet those needs. Ability to establish both short- and long-range goals for both clients and their families. Ability to serve as a liaison between clients and providers of services. Ability to develop, negotiate, modify and review contracts with providers.

MINIMUM TRAINING AND EXPERIENCE: Associate's degree in an appropriate Human Services field and two years of experience related to the program, or an equivalent combination of training and experience.

All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.