

## HUMAN SERVICES COUNSELOR

This is beginning level work providing conventional services to include physical and life situation mental health needs to clients who have obvious emotional, behavioral, financial, communication, and life situation problems requiring well-established patterns of service. Direct services are provided through a variety of programs in human service agencies. Work involves conducting interviews with clients, relatives, and other contacts to obtain information to be incorporated into a social history which will aid in planning for required services, reaching conclusions as to the most appropriate services, and providing services or arranging for services. Employees may provide basic casework services, give information to clients, answer factual questions, give explanations and interpretations of agency policies and procedures that concern clients. They may also provide supportive counseling and education to clients or caregivers, and make referrals for other services. Employees report to a higher level professional or program manager.

### I. DIFFICULTY OF WORK:

Variety and Scope - Employees establish client eligibility for services, obtain client histories, and perform initial assessments of the individual's presenting problems and the resources available to address the individual's needs. Employees develop a plan to provide basic services to include case management and monitoring client progress, explain available services and programs, and refer clients to appropriate programs/agencies for other needed services. Employees may evaluate and document client progress.

Intricacy - Employees obtain medical, financial, and social histories to develop a service plan for each client. Service plans include provision of basic services such as supportive counseling, coordination of day care, medical, or in-home services; and referral to other programs/services/agencies. Clients may have multiple problems which require referrals for other services.

Subject Matter Complexity - Work requires a knowledge of the programs to which assigned, knowledge of basic screening tools, how to develop service plans, how to plan for the provision of needed services, and knowledge of other agencies/programs so that appropriate referrals can be made.

Guidelines - Employees utilize agency guidelines and federal or state standards. Guidelines are generally specific and applications of these determine program eligibility and services provided.

### II. RESPONSIBILITY:

Nature of Instructions - Work is performed under direct supervision according to established procedures. Employees are familiar with the aims and objectives of the program they are supporting and minimal daily instruction is required. Supervision is immediately available when problem situations are encountered. On-the-job training is provided by a higher level supervisor.

Nature of Review - Work is reviewed by assessing program practices to determine compliance with regulations governing the specific program or services. Work is also reviewed through submission of periodic reports, routine conferences with supervisor, and is subject to review while in progress.

Scope of Decisions - Decisions impact on individual clients and their families. Employees may provide direction or instruction to paraprofessional staff, volunteers, or care providers.

Consequence of Decisions - Decisions may affect social, emotional, financial, and/or physical health of clients and their families.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with clients, family members, other professional disciplines, and service agencies.

Nature and Purpose - Contacts are for the purpose of determining client needs and ensuring that clients and families receive appropriate services. Employees also work with other staff in providing technical assistance and coordinating service delivery.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees work in settings which range from modern public service buildings to home environments in which odors and noise may be present due to the functioning level of the client.

Hazards - Employees have contacts with clients and other professionals which would not, under normal circumstances, present any danger. Behavioral problems of some clients, such as aggression, could cause bodily injury. Employees may be exposed to contagious diseases.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Working knowledge of basic screening tools and their application to specific casework, groupwork, and community problems. Knowledge of governmental and private organizations and resources in the community. Some knowledge of behavioral and socioeconomic problems and their treatment. Ability to establish and maintain effective working relationships with administrative supervisors, clients and their families, care providers, and various community organizations. Ability to express ideas clearly and concisely. Ability to plan and execute work.

Minimum Training and Experience Requirements - Bachelor's degree in a human services field and one year of counseling experience in a related human services field which provides experience in techniques of counseling, casework, groupwork or community organization; or, an equivalent combination of training and experience.

Minimum Training and Experience for Trainee Appointment - Graduation from a four-year college or university.

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