

## **SENIOR FAMILY SERVICES SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for fulfilling those functions and activities necessary to assist and enable eligible infants, toddlers and their families to receive the rights, procedural safeguards and services that are authorized to be provided under state and federal law, including other services not required under the EIP (Early Intervention Program), but for which the family may be eligible. This class differs from Family Services Specialist by virtue of the Senior responsibilities. This position will not only maintain a caseload, but will also monitor the service delivery system. Included in the Senior function will be staff development and an active role in making the public and community agencies aware of the needs and concerns of eligible children and their families in the Early Intervention Program. The work is performed under the general supervision of the Early Intervention Director. Wide latitude is permitted for the exercise of independent judgement. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Makes home visits and explains Early Intervention Program and advocacy services to parents of infants with special needs;
- Serves as a primary point of contact in providing guidance and assisting parents in obtaining available services;
- Coordinates all services across agency lines in the performance of evaluations and assessments;
- Facilitates and participates in the development, review and evaluation of Individual Family Service Plans;
- Assists families in identifying service providers;
- Coordinates and monitors the delivery of services;
- Keeps families informed of the rights and privileges afforded to them under State and Federal laws;
- Attends meetings and acts as the child's and family's representative on the Committee for Pre-School Education;
- Assists in the transition from the Early Intervention Program to the Pre-School Program by contacting appropriate authorities and providing pertinent documents;
- Coordinates agencies involved in early childhood care in order to develop an individualized family service care plan;
- Reviews care plan ensuring provider conformance and family satisfaction;
- As Senior assist staff on an individual or group basis, in formulating plans and services;
- Assists Family Services Specialists in the development and implementation of staff in-service training programs;
- Makes regular field visits to monitor or inspect progress of cases and investigate complaints;
- Supervises maintenance of client records;
- Composes letters, and prepares reports as required;
- Performs other related activities as required by regulation.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of developmental needs of infants (0 -2 years); good knowledge of community based agencies providing services to infants; good knowledge of the principles involved in the developmental stages of infants; good knowledge of the state and federal laws and regulations pertaining to the Early Intervention Program, principles of family centered services, nature and scope of services available under the Early Intervention Program; ability to establish and maintain working relationships with the public, community agencies and professionals; ability to plan and coordinate the work of others; ability to communicate both orally and in writing; ability to develop effective working relationships and deal diplomatically with the public, subordinates, and other work contacts; tact; courtesy; resourcefulness; good judgement; reliability; physical condition sufficient to perform the essential functions of the position.

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### **MINIMUM QUALIFICATIONS:**

#### **Promotion:**

One year of permanent competitive class status as a Family Services Specialist.

#### **Open Competitive:**

**Either –** (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Health, Education, Human Services, or a related field and one year of experience in service coordination activities\*

**Or** (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Health, Education, Human Services, or a related field and three years of experience in service coordination activities\*

#### **Special Requirements:**

Senior Family Services Specialists shall participate in all required service coordination training sessions sponsored and/or approved by the NYS Department of Health within one year of appointment,

### **AND**

Certain assignments to employees in this class will require access to transportation to meet fieldwork requirements in a timely and efficient manner.

\* Service coordination activities shall mean:

- Coordinating the performance of evaluations and assessments
- Facilitating and participating in the development, review, and evaluation of family service plans
- Assisting families in identifying service providers
- Coordinating and monitoring the delivery of services, informing families of the availability of advocacy services
- Informing families of rights afforded to them under state and federal laws

**Competitive Class**

**Established 11/23/2015 Personnel Officer**