

Civil Division: Oneida County Government  
Jurisdictional Class: Competitive  
EEO Category: Professional  
Revised: 12/11/06

### **FAMILY SERVICES SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for fulfilling those functions and activities necessary to assist eligible infants, toddlers and their families to receive the rights, procedural safeguards and services that are authorized under state and federal law. This may include other services not required under the EIP (Early Intervention Program), but for which the family may be eligible. The work is performed under the general direction of the program's director. Latitude is permitted for the exercise of independent judgment. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

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;  
Prepares documentation as required;  
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;  
Attends required meetings and in-services;  
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; ability to establish and maintain working relationships with the public, community agencies and professionals; ability to identify and develop resources for funding; working knowledge and understanding 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 and the system of payments of services in the State; ability to plan and coordinate the work of others;

continued...

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** (continued)

ability to communicate both orally and in writing; ability to get along well with others; tact; courtesy; resourcefulness; good judgment; reliability; physical condition sufficient to perform the essential functions of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A) Possession of a Bachelor's degree from a regionally accredited or New York State registered college or university in a health or human services field, **OR**
- B) Possession of an Associate's degree from a regionally accredited or New York State registered college or university in a health or human service field **AND** two (2) years of experience in service coordination activities\*.

**\*Service coordination activities shall include:**

- a) coordinating the performance of evaluations and assessments;
- b) facilitating and participating in the development, review and evaluation of Family Service Plans;
- c) assisting families in identifying service providers;
- d) coordinating and monitoring the delivery of services;
- e) informing families of the availability of advocacy services;
- f) coordinating with medical and health care providers;
- g) facilitating the development of a transition plan to other available supports and services;
- h) informing families of rights afforded to them by the State and Federal law.

**SPECIAL REQUIREMENTS:**

- 1) Family Service Specialists shall participate in the introductory service coordination training session sponsored or approved by the NYS Department of Health at the earliest it is made available by the NYS Department of Health.
- 2) Field work requires the possession of a valid New York State driver's license at time of application. License must remain valid throughout appointment in order to meet the transportation requirements of the job. A dependable vehicle is required to meet the extensive field work assignments.

Adopted: 07/29/94  
Revised: 09/24/96, 07/28/98, 12/11/06

*Title in promotional series: Family Services Specialist, Senior Family Services Specialist*