

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/13/2026

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 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 Special Children Services Director. Wide latitude is permitted for the exercise of independent judgement. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES:

Makes home visits and explains Early Intervention Program 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 to develop an individualized family service care plan;

Reviews care plan ensuring provider conformance and family satisfaction;

Assists staff in formulating plans and services;

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;

Acts as liaison to provide support to community partners providing ongoing coordination of services;

Performs other related activities as required by regulation.

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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.

MINIMUM QUALIFICATIONS: Either:

Open Competitive:

Possession of a Bachelor's degree in a health or human services field **AND** three (3) years of experience working with infants and toddlers with developmental delays or disabilities.

Promotional:

Candidates must have permanent, full-time status for a period of **twenty-four (24) months as a Family Services Specialist** in the Oneida County Department of Public Health.

SPECIAL REQUIREMENTS: Possession of an appropriate level, valid New York State Driver's License at time of appointment. This license must be maintained throughout appointment.

NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 11/12/2003
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