



THE COUNTY OF STANISLAUS

COMMUNITY SERVICES AGENCY



Stanislaus County
now offers an employee
bonus worth up to
**\$10,000 or 21
additional days of
leave time!***

**See inside for details*

FAMILY SERVICES SPECIALIST III

\$56,596-\$68,806 Annually

Please apply by Thursday, September 4, 2024

Oral interviews tentatively scheduled for the week of September 15, 2024

THE IDEAL CANDIDATE

The ideal Family Services Specialist III candidate is someone who has a positive attitude, good communication skills and strong technical expertise in the following primary programs: CalWORKs, CalFresh, and Medi-Cal. The ideal candidate is flexible with their workload and tasks, able to pivot to a new project quickly and effortlessly, and work well together in a team as well as individually with minimal supervision. Because of the intricacy of the work, the ability to work under pressure is a plus

*Take your place at the
Community Services Agency!*



*Interested in learning more about the Community Services Agency
Scan the QR code or visit the [Community Services Agency](#)*

THE POSITION

The Family Services Specialist III (FSS III) is the advanced journey level for the eligibility function within the Family Services Specialist series providing a full range of employment, public assistance, and case management services for customers and their families with the goal of sustained employment and family self-sufficiency. Positions allocated to this classification are tasked with responsibility of reviewing public assistance cases for accuracy, identifying error trends, conducting informal and formal staff training, coaching and mentoring, job shadowing and role playing to gauge the level of knowledge and expertise of assigned FSS I/II staff. Family Services Specialist III is distinguished from the higher class of Family Services Specialist IV in that the latter provides specialized program support and/or functions as a lead worker for a unit of Family Services Specialists and the majority of their time is spent developing curriculum and conducting formal classroom training and/or writing program and system handbooks, processes, and guidance.

TYPICAL TASKS

- Assess evaluate and refer customer/family needs for public assistance and services;
- Maintain a continuing caseload of customers enrolled in program activities and/or coordinate case information and customer service;
- Set CalWORKs (CW) overpayments and CalFresh (CF) over issuances for the Special Investigations Unit.
- Explain rules, regulations, court orders, policies, and rights and responsibilities to customers, the public and other agencies , and conduct or facilitate general public informational forums as needed;
- Respond to written and/or verbal inquiries by customers, service providers and others in an appropriate manner and within a prescribed time frame;
- Review, evaluate, analyze and investigate selected cases in order to determine the accuracy of case information and benefit payments for Federal and State programs;
- Plan, prioritize and distribute the work of assigned staff; ensure appropriate and efficient distribution of work activities on a continuous basis;
- Review the work of assigned staff to ensure work is performed in a manner which is compliant with program rules and regulations;
- Conduct case file reviews for accuracy and compliance with mandated requirements;
- Serve as a technical resource for staff and others on resolving more complex problems and/or the interpretation and application of program rules, regulations and processes;
- Assist the supervisor/manager with personnel related issues such as providing input on assigned employee performance for the supervisor's action;
- Serve as a mentor and coach to trainees; evaluate training needs and develop appropriate training materials; conduct informal and formal staff training; role play to gauge the progress of staff knowledge; job shadow to monitor the progress of trainees as they move into new assignments and provide feedback on how well trainees are performing;
- Perform complex duties assigned to the series including confidential cases, or cases with new or specialized regulations which add complexity to the work.



For the full job description, scan the QR Code or [click here](#)

MINIMUM QUALIFICATIONS

KNOWLEDGE

WELFARE TO WORK:

- General principles and techniques of interviewing; and career, vocational and employment counseling techniques used in social casework;
- Specific principles, policies, rules, codes and regulations of Federal, State and County employment programs and public assistance programs (including Medi-Cal; MIA, Cal-Fresh, Welfare to Work, StanWORKS, TANF and Adult Services Assistance Program);
- Principles and methods of effective customer and family goal setting;
- Employment preparation and training programs and practices of public agencies.

LEAD ASSIGNMENT:

- Goals, objectives and functions of public social services programs including the eligibility function;
- Principles and practices of lead supervision;
- Basic human resources related principles and practices;
- Case management procedures.

SKILLS/ABILITIES

WELFARE TO WORK:

- Interview effectively to obtain relevant facts and to recognize what case related information is significant;
- Identify and evaluate barriers to employment and self-sufficiency;
- Apply counseling techniques to assist customer/family in setting goals and plans to achieve self-sufficiency and employment;
- Define problems, analyze information, and evaluate and select from possible alternatives for problem resolution.

LEAD ASSIGNMENT:

- Plan, lead and direct the work of assigned staff;
- Prioritize and evaluate assigned employee work flow and work product;
- Learn County operational policies and processes;
- Interpret and communicate complex regulations for multiple programs.

EDUCATION & EXPERIENCE

PATTERN I

- Bachelor's degree in Public or Business Administration, Political Science, Humanities, Human Resource Management, Organizational Communication, Social Science, Sociology, Psychology, Social Work, Counseling or a closely related field;

AND ONE OF THE FOLLOWING:

- One (1) year in Stanislaus County class of Family Services Specialist II; OR
- One (1) year experience providing services such as human resources, training, employment, vocational counseling, and/or social work; OR
- One (1) year journey level experience comparable to Family Services Specialist II or above, providing services in at least two of the following programs 1) CalWORKs 2) Welfare to Work 3) CalFresh 4) Medi-Cal/MIA 5) Adult Services Assistance Program 6) Workforce Investment Act or 7) other Federal, State and local programs that provide similar experience.

PATTERN II

- Graduation from college with an Associate of Science or Associate of Arts degree in Public or Business Administration; Political Science, Humanities, Human Resources Management, Organizational Communication, Social Science, Sociology, Psychology, Social Work, Counseling or closely related field; OR
- Completion of a combination of at least 30 semester units in Public Administration, Political Science, Humanities, Human Resources Management, Organizational Communication, Social Science, Sociology, Psychology, Social Work, Counseling, or a closely related field;

AND ONE OF THE FOLLOWING:

- Two (2) years in the Stanislaus County class of Family Services Specialist II; OR
- Two (2) years' experience providing services such as human resources, training, employment, vocational counseling, and/or social work; OR
- Two (2) years journey level experience comparable to Family Services Specialist II or above, providing in at least two of the following programs 1) CalWORKs 2) Welfare to Work 3) CalFresh 4) Medi-Cal/MIA 5) Adult Services Assistance Program 6) Workforce Investment Act or 7) other Federal, State and local programs that provide similar experience.

Proof of education will be required for verification purposes at the time of application. Applicants who are unable to submit proof must call 209-558-1200 to make other arrangements before 5 pm on the final filing date. Failure to submit proof or make other arrangements before the final filing deadline will result in disqualification.

DESIRABLE QUALIFICATIONS

In addition to the minimum qualifications, applicant screening will focus on the following desirable qualifications. Please list any of these qualifications you may have within the "Duties" section of the online application.

- One (1) year of experience in two (2) of the following programs: CalWORKs, CalFresh, Medi-Cal or Welfare-to-Work.



**STANISLAUS
COUNTY HUMAN
RELATIONS**

Take Your Place.



JOIN OUR TEAM and receive a bonus worth **UP TO \$10,000** or 21 additional days of leave time!*

*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000-\$10,000 OVER THREE ANNUAL INSTALLMENTS

YOU CHOOSE: One month's worth of

Scan the QR code with a camera app to watch the Employee Choice Bonus Plan video!



Cash Payout

Redo that kitchen or paydown debt.

It's all yours.



Leave Time

Take a little extra time off and enjoy yourself.

You've earned it.



Deferred Compensation

Reduce some taxable income and receive it later.

Why not?

Employee Choice Bonus Plan

UNDERSTANDING THE DETAILS



JOIN OUR TEAM BY JUNE 30TH, 2025 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow eligible employees, current active full-time employees or those hired full-time on or before June 30, 2025, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



Option 1 BONUS CASH PAYMENT

(Default if employee declines to make a choice)

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



Option 2 BONUS LEAVE TIME

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



Option 3 BONUS DEFERRED COMPENSATION CONTRIBUTION

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

Eligibility for Employee Choice Bonus Plan



- Must be an active full-time employee on each vesting date and during the pay period of the payment date to receive each payment.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2025, are eligible to receive future payments in accordance with their new hire date.



COMPENSATION & BENEFITS

Approximate Annual Base Salary:
\$56,596-\$68,806 Annually

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits (2% at approximately age 62 formula)
- Medical, dental, vision, and basic term life insurance plans
- Two weeks annual vacation upon entering County service
- 16 additional vacation hours annually
- 96 hours of sick leave annually
- 12 paid holidays annually
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details available upon request.



RECRUITMENT INCENTIVES:

Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000 or up to 21 days of additional leave time! Visit stanjobs.org for more information.

Career Ladders:

We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization— from Accounting to Public Safety to IT.

Learning Institute:

Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

WELLNESS BENEFITS

The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.



CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Classified Service of the County and is assigned to the Technical Services bargaining unit for labor relations purposes.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <https://www.stancounty.com/riskmgmt/risk-dm-jta-class-sub-main.shtm>.

APPLICATION PROCEDURES/FINAL FILING DATE: SEPTEMBER 4, 2024

Oral Examinations are tentatively scheduled: Tentatively the week of September 9, 2024.

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

GENERAL QUALIFICATIONS

Pass County-paid pre-employment job-related background investigation.

Perform job duties in a manner assuring a safe working environment for oneself and others.

Maintain confidential information according to the legal standards and/or County regulations as required.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.