



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 I/II

## Stanislaus County Community Services Agency

\$43,347 - \$62,296 Annually

Please apply by September 20, 2024



# THE IDEAL CANDIDATE

The Community Services Agency is looking for a motivated individual who is ready to make a difference in the community by assisting families toward independence and self-sufficiency. The ideal candidate will utilize their customer service skills as they conduct interviews and maintain current knowledge of program regulations for multi-program caseload administration. Candidates who are bilingual are highly sought after, as many of our customers are monolingual. While the candidate will have the opportunity to perform rewarding and meaningful work, they must have the ability to work well under pressure as this position is deadline driven and complex.

**It is the practice of the Community Services Agency to hire at the Family Services Specialist I level.**

**Please follow the QR code to the right to view a detailed video with more information about this position or follow the link below:**

[https://www.csa-stanislaus.com/videos/CSA\\_FSS\\_Orientation.mp4](https://www.csa-stanislaus.com/videos/CSA_FSS_Orientation.mp4)



## TYPICAL TASKS

- Interview applicant/recipient (in person and on the telephone) in order to gather information needed to determine eligibility for public assistance;
- Respond to inquiries regarding program eligibility and employment services;
- Review, evaluate and verify the accuracy and completeness of information submitted by the applicant/recipient;
- Refer families to eligibility and employment assistance programs;
- Divert families from ongoing cash assistance through special programs or community resources;
- Utilize case controls/case alerts to maintain accurate data as required;
- Explain rules, regulations, court orders, and policies to customers/families and the public to apprise them of their rights, responsibilities, and eligibility for participation;
- Make appropriate follow-up on case data including but not limited to: contacting customers regularly and monitoring eligibility to assure compliance with program requirements;
- Understand the calculations for customers/families financial eligibility that determines initial and/or continuing eligibility for aid programs and the level of benefit to be awarded;
- Maintain accurate and complete data so necessary case records and documents are processed and updated within specific time limits established by regulation and local policy;
- Utilize multiple automated database systems to establish and maintain case data on families receiving assistance;
- Research and prepare written and/or oral reports and correspondence as required;
- Perform data entry and possess basic computer skills;
- Complete assignments by specified deadlines and perform other duties as assigned;
- Multi-task and prioritize work based on program needs;
- Ability to communicate effectively with internal staff and external customers;
- Work in a team environment;
- Interview and data collection information;
- Implement principles learned in mandatory staff trainings;
- May make home visits;
- May work out of other county departments or travel to various locations throughout the day; and
- Perform other duties as assigned.



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

# EDUCATION/EXPERIENCE

## **FAMILY SERVICES SPECIALIST I**

### **PATTERN I**

- One (1) year experience determining eligibility for loans, financial assistance, unemployment or veteran's benefits, or publicly financed health, counseling, or social services.

### **PATTERN II**

- One (1) year of experience performing journey-level duties comparable to an Administrative Clerk II.

### **PATTERN III**

- Completion of 60 college semester units or 90 college quarter units, or equivalent.

## **FAMILY SERVICES SPECIALIST II**

### **PATTERN I**

- One (1) year of experience providing customer services in a California County Welfare Department in at least two (2) of the following programs: TANF, Welfare-to-Work, Cal Fresh, Medi-Cal, or the Adult Services Assistance Program; **OR**
- One (1) year experience providing customer services in a Social Services Department in an Employment and Training Program or determining MIA eligibility in a medical facility.

### **PATTERN II**

- Satisfactory completion of job duties with twelve months of employment in the class of Family Services Specialist Level I, in at least two (2) of the following programs; TANF, Welfare-to-Work, Cal Fresh, Medi-Cal, or the Adult Services Assistance Program; **OR**
- Satisfactory completion of job duties, with twelve months of employment in the class of Family Services Specialist I in an Employment and Training Program or determining MIA eligibility in a medical facility.

**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.

- Three (3) years' experience providing customer service in an office setting in government agency, financial or education institutions; **OR**
- One (1) year experience working with public assistance programs such as TANF, CalFresh, or Med-Cal.



**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:  
**\$43,347 - \$62,296 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.*

***Interested in learning more about the  
Community Services Agency?***

*Scan the QR code or visit*

*<https://www.csa-stanislaus.com/>*



## RECRUITMENT INCENTIVES:

### **Employee Choice Bonus Plan:**

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

### **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.

**APPLICATION PROCEDURES/FINAL FILING DATE:** [APPLY BY SEPTEMBER 20, 2024](#).

[Written Examinations are tentatively scheduled for the week of September 30, 2024.](#)

[Oral Examinations are tentatively scheduled for the week of October 21, 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.