

Click one of these links to see the Job Description for that class:

Job Code	Job Title
C72311	Child And Family Services Specialist Trainee
C72312	Child And Family Services Specialist
C72313	Child And Family Services Specialist Lead Worker
V72314	Child And Family Services Specialist Supervisor

CHILD AND FAMILY SERVICES SPECIALIST SERIES

(C72311, C72312, C72313, V72314)

DESCRIPTION OF OCCUPATIONAL WORK

Positions in the Child and Family Services Specialist Series assess and insure child, youth and vulnerable adult safety, permanency and well-being while making reasonable efforts to solidify, preserve, strengthen, and maintain family unity through direct case management. Provides direct services involving abuse and neglect, foster care, protective services, status offenders or other cases of a similar nature.

Child And Family Services Specialist Trainee

C72311

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of four in the Child and Family Services Specialist class series. This class is utilized as a training class with expected entry into the Child and Family Services Specialist class after successful completion of all required classroom and on-the-job training programs. All new Child Family Services Specialist Trainees must complete the mandated assignments and exercises with the approval and review of a supervisor before attaining non-probationary status with the Department of Health and Human Services.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Attends required structured classroom and field-lab training.

Participates in and studies training modules, which focus on interpersonal skills; knowledge of children, vulnerable adults, and families; Department policies and programs; working with the courts; permanency case planning and community-based services.

Develops, through on-the-job training, the skills necessary to manage practicum cases at the work location with close review and monitoring from the immediate Child and Family Services Specialist Supervisor.

Attends training provided by the Division of Children and Family Services staff and the University of Nebraska after initial classroom training while the employee is assigned to their work location to acquire knowledge, skills, and abilities necessary for continued employment and advancement into the Child and Family Services Specialist class.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of social work, psychology, sociology, counseling, human development, mental health, education, criminal justice, or related area of the applied social/behavioral sciences; the principles and processes of direct case management; family life issues and dynamics; community services; child adolescent and adult behavior; and basic understanding of juvenile delinquent behavior and vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: learn the importance of commitment to individuals and families; learn the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; learn the value and importance of families/individuals having the right and ability to make decisions; protect confidential information; communicate electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; listen to and understand communication; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; organize and maintain case records; learn and apply the principles and practices of direct case management including assessment, analyzing critical information, plan development and implementation in setting up individual case/treatment plans; treat people with dignity and respect regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow to work independently and meet deadlines; exhibit a sense of fairness; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism and operate basic computer software and hardware.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice, or other closely related area. Consideration will be given to applicants who are enrolled in the final semester of their Bachelor's degree. Promotion to the Child and Family Services Specialist classification is contingent on successful completion of degree requirements and required training.

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Child And Family Services Specialist C72312

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second classification, full performance level, in the Child and Family Services Specialist class series. Incumbents must successfully complete and retain all required in-service training as determined by the Division of Children and Family Services. Positions in this class are distinguished from the Child and Family Services Specialist Lead Worker in that these positions are not responsible to assign, evaluate, and monitor the work of other Child and Family Services Specialist staff on a regular and recurring basis. Positions in this class are not assigned training and coaching case management protocols/procedures for an assigned region. Although, they may provide guidance or assistance to other Child and Family Services Specialists and Child and Family Services Specialist Trainees.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Conducts safety, risk and needs assessments in cases of child or adult abuse/neglect, dependency, status offenders and juvenile law violators and develops safety plans as needed.

Documents daily case information in accordance with Department policies and protocol.

Writes case plans and court reports with child/family/vulnerable adult involvement for each case assigned. Evaluates information concerning customer's social, economic, and personal background and situation to facilitate the establishment of a customer-counselor relationship, facilitate case/treatment plan development and to identify potential methods of case/treatment plan implementation.

Develops timely permanency plans in the best interest of youth who cannot return to their biological families.

Develops plans for rehabilitative services through institutional and community-based programs for juvenile law violators to help them become law abiding and productive citizens.

Engages families in the case planning process for youth and/or vulnerable adults and assesses individual client needs and links them with culturally competent formal and informal resources within the community to most effectively and efficiently meet the needs.

Monitors and evaluates the progress of youth families and/or vulnerable adults while taking into account identified safety threats and community safety. Evaluates case/treatment plans to update case goals and action steps, to identify new and/or continuing client needs, to assist clients in assessing progress and to comply with legal and/or agency requirements.

Conducts announced and unannounced visits with youth, families and/or vulnerable adults, which can occur in the family home or other settings, to provide outreach services and to ensure access to available social work services, guidance, and other human services. These visits may take place during and outside of traditional working hours.

Completes Adoptive and Child Specific home studies to determine placement as needed.

Assist in mentoring and training new employees and assisting employees in work assignments.

Attends Juvenile Court and/or vulnerable adult hearings to provide case plan and court reports along with testimony when required.

Develops professional contacts with community service providers, law enforcement, probation, child or vulnerable adult advocacy groups, public schools, county attorneys, defense bar, etc.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of direct case management including assessment, analyzing critical information, plan development and implementation; the importance of commitment to individuals and families; the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; the value and importance of families/individuals having the right and ability to make decisions; juvenile delinquent behavior; vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: protect confidential information; communicate electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; listen to and understand communication; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; organize and maintain case records; apply the principles and practices of direct case management in setting up individual case/treatment plans; treat people with dignity and respect regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow to work independently and meet deadlines; exhibit a sense of fairness; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism; operate basic computer software and hardware.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice, or other closely related area AND teammates must have successfully completed all required training to be eligible for this job classification.

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Child And Family Services Specialist Lead Worker

C72313

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the third classification level of four in the Child and Family Services Specialist class series. Positions in this class provide leadership, training and coaching regarding case management protocols/procedures within an assigned region. Positions in this class may also be assigned to lead a team of Child and Family Services Specialist by instructing, assigning, guiding, and monitoring work on a regular and reoccurring basis. Positions in this class are differentiated from the Child and Family Services Specialist Supervisor in that these positions do not supervise other Child and Family Services Specialist staff but are assigned lead worker duties that are not assigned to positions in the Child and Family Services Specialist class. Positions may also retain a Child and Family Services Specialist case load.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Serves as a lead worker through coaching, mentoring, instructing, and providing case consultation, advice, direction, technical assistance and individual training to Child and Family Services Specialists and Child and Family Services Specialist Trainees to ensure efficient and effective delivery of services.

Provides support to CFS Supervisor by providing guidance, oversight, and consultation to CFS Specialists.

Schedules, distributes/balances, and guides the work assignments of Child and Family Services Specialists in accordance with established requirements to assist supervisory staff in timely completion of the workload.

Seeks out field learning and shadowing opportunities when there is not a scheduled activity and accompanies new workers on such field training experiences.

Provides input to the CFS Supervisor at the time the CDT and performance evaluations are completed on new workers. Makes suggestions and recommendations for performance improvement and helps provide remedial training needed on any specific skills.

Provides assistance in monitoring, evaluating and developing internal protocols, policies and service delivery goals and objectives.

Create coaching content and provide direct coaching to Child and Family Services Specialists through individual and/or group coaching sessions to improve family and child engagement and identify safety and danger concerns impacting children.

Conducts safety, risk and needs assessments in cases of child or adult abuse/neglect and dependency and develops safety plans as needed.

Writes case plans and court reports with child/family/vulnerable adult involvement for each case assigned. Evaluates information concerning customer's social, economic, and personal background and situation to facilitate the establishment of a customer-counselor relationship, facilitate case/treatment plan development and to identify potential methods of case/treatment plan implementation.

Develops timely permanency plans in the best interest of youth who cannot return to their biological families.

Develops plans for rehabilitative services through institutional and community-based programs for juvenile law violators to help them become law abiding and productive citizens.

Engages families in the case planning process for youth and/or vulnerable adults and assesses individual client needs and links them with culturally competent formal and informal resources within the community to most effectively and efficiently meet the needs.

Monitors and evaluates the progress of youth families and/or vulnerable adults while taking into account identified safety threats and community safety. Evaluates case/treatment plans to update case goals and action steps, to identify new and/or continuing client needs, to assist clients in assessing progress and to comply with legal and/or agency requirements.

Conducts announced and unannounced visits with youth, families and/or vulnerable adults, which can occur in the family home or other settings, to provide outreach services and to ensure access to available social work services, guidance, and other human services. These visits may take place during and outside of traditional working hours.

Serves as a coach/mentor by answering questions about procedures and methods, assisting employees in work assignments and in training new employees.

Attends Juvenile Court and/or vulnerable adult hearings as a subject matter expert to provide case plan and court reports along with testimony when required.

Develops professional contacts with community service providers, law enforcement, probation, child or vulnerable adult advocacy groups, public schools, county attorneys, defense bar, etc.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of direct case management including assessment, analyzing critical information, plan development and implementation; the importance of commitment to individuals and families; the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; the value and importance of families/individuals having the right and ability to make decisions; juvenile delinquent behavior; vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: protect confidential information; communicate electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; listen to and understand communication; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; organize and maintain case records; apply the principles and practices of direct case management in setting up individual case/treatment plans; treat people with dignity and respect regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow to work independently and meet deadlines; exhibit a sense of fairness; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism; operate basic computer software and hardware.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice or other closely related area AND experience performing case management responsibilities in protective services, alcohol/drug abuse, juvenile justice probation, counseling, or social services delivery.

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Child And Family Services Specialist Supervisor

V72314

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fourth classification level of four in the Child and Family Services Specialist class series. This class is distinguished from others in the series through supervision of Child and Family Services Specialist workers and other case management workers.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Directs the operations of a unit of Child and Family Services Specialist workers to ensure the application of administrative and/or program policies and plans to work activities and to facilitate through advice and consultation the resolving of problems in the delivery of casework services.

Plans, assigns, directs, and evaluates the work of staff members including recommending personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments to ensure efficient and effective accomplishment of work.

Trains staff in the policies and procedures of social protective service casework to improve and maintain job performance levels and meet standards through exposure of necessary job knowledge and abilities.

Coordinates case conferences for case assessment, consideration of case problems, case planning and/or determination of legal requirements prior to disposition and assignment to staff.

Monitors record keeping of caseload statistics on service provisions and other functions which impact casework programs and submits this information to higher level management to ensure documentation and communication requirements are met.

Consults with other agency staff members and supervisors on determining the allocation of staff members and other resources to ensure coordination of agency actions and decisions and to achieve the goals and objectives of agency programs and services.

Confers with social work professionals in other organizations, court and law enforcement staff and interested individuals in the community to promote and develop community resources and awareness of social welfare problems.

Plans and provides social/protective casework services to customers to handle individual complex and difficult cases and to ensure the needs of the customers are met.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and techniques of supervision; the principles practices of direct case management including assessment, analyzing critical information, plan development and implementation; the importance of families/individuals having normal life experiences that are consistent with age, gender, culture and community setting; the value and importance of families/individuals having the right and ability to make decisions; federal laws and regulations concerning confidentiality, release of client information and social service delivery; State laws on the abuse and neglect of individuals; training methods and procedures; work performance or other standards development; employee performance evaluation; program analysis/evaluation; policy development; juvenile delinquent behavior; vulnerable adult issues.

Skill in: interviewing customers to collect and elicit essential information and assess customer needs and progress; openly and honestly discussing concerns with others in a non-judgmental way; using a keyboard.

Ability to: plan, assign, direct, and evaluate the work of subordinate staff; protect confidential information; communicate electronically, on paper or in person electronically, on paper or in person with customers, co-workers, supervisors and staff to exchange case information and assessments; work effectively with community service providers, law enforcement, the court and legal systems and vulnerable adults' families and/or advocates; treat people with dignity regardless of behavior; respond flexibly and adapt to new or changing circumstances; manage time and workflow of oneself and that of others to meet deadlines; exhibit a sense of fairness; understand/interpret psychological medical and legal reports; be available to children, families and vulnerable adults through regular and predictable work attendance; demonstrate professionalism; operate basic computer software and hardware.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in social work, psychology, sociology, counseling, human development, mental health care, education, criminal justice, or other closely related area. Experience performing case management responsibilities in protective services, alcohol/drug abuse, juvenile justice probation, counseling or social services delivery AND experience leading, coordinating, directing, monitoring, and/or supervising others.

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SPECIAL NOTES:

Positions in this class series may require an employee to possess a valid driver's license. Positions may provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel such as customer visits or customer transportation. These situations will require prior supervisory approval.

Positions in this class series must successfully complete and retain all required in-service training as determined by the Division of Children and Family Services.

Positions in this class series may be on-call 24 hours a day. Some overtime hours will be required to complete case activities outside normal working hours including some travel outside the assigned service area.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established/Updated: 05/2022

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section/Paragraph	Change Description	Effective Date
CFS Trainee MQ	Modified MQ from requiring degree within 90 days of open position closing date to Consideration will be given to applicants who are enrolled in the final semester of their Bachelor's degree.	5/9/22
CFS Specialist MQ	Modified MQ to include the word AND.	5/9/22