



## University System of Maryland Job Class Specification

**TITLE: HUMAN SERVICE WORKER II**  
**FLSA: NONEXEMPT**  
**EEO6: H50**  
**IPEDS-SOC: D-211094**

**JOB CODE: N09HS2**  
**JOB TYPE: INST SPECIFIC UMAB**  
**JOB FAMILY/SERIES: SOC**

**APPROVED BY:**  
**Chancellor Donald N. Langenberg**

**EFFECTIVE DATE: 07/01/1996**

### **JOB SUMMARY**

Under general supervision, serves as a leader in providing direct social services such as case management, crisis intervention, placement, and referral for individuals and their families.

### **PRIMARY DUTIES**

1. Obtains and examines information necessary to assess client's needs and determine eligibility for services. Explains criteria for eligibility.
2. Identifies and evaluates client's problems. Develops a plan of action for social and/or medical services. Monitors and re-evaluates client progress.
3. Makes home visits to conduct initial intake and follow-up.
4. Refers clients to alternate care facilities. Arranges transportation, escort, home care, and other similar services.
5. Provides basic counseling services to clients on matters such as employment and health care.
6. Provides preventive, protective, or supportive services to individuals or groups who are in or are threatened by, situations detrimental to their well-being or that of the community.
7. Provides casework services. Writes case reports and maintains case records.
8. Establishes and maintains personal contact with other social service agencies and community resources in order to facilitate the referral of individual clients.
9. Assists in organizing individual and family support groups; educational programs such as seminars and workshops; and other activities.

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10. Maintains and updates statistical data such as social services needs evaluated, services provided, referrals made, follow-up contacts, and outcome of interventions. Prepares various State, Federal, and departmental reports.
11. Provides guidance and training to other staff.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

**MINIMUM QUALIFICATIONS**

EDUCATION: Bachelor's degree.

EXPERIENCE: Three years providing social work and/or community organizational services.

OTHER:

**REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

General knowledge of counseling principles and methods; and of the emotional, social, physical, and mental needs of infants, children, adolescents, and adults. General knowledge of and compliance with confidentiality of records and communications regarding clients. Skill in organizing and managing a caseload. Skill in developing, initiating, and following through with a plan of service or treatment. Skill and ability to interact with the public, health care providers, agencies, facilities, and community organizations. Ability to use computers and other office equipment. Ability to establish and maintain effective working relationships. Ability to write case reports and maintain accurate and up to date case records.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

**CONDITIONS OF EMPLOYMENT**

Valid Maryland Non-commercial Class C or equivalent driver's license may be required. Employees in this job class may be required to use their personal automobile while conducting official business.