

We Are

HIRING

Recruitment Event
Fairfield Library
1401 N Laburnum Avenue
Richmond, VA 23223

September 23, 2024
4:00 pm - 7:00 pm



ELIGIBILITY WORKERS

Help people in our community get access to crucial benefits such as food assistance, medical coverage, and financial assistance while offering support and guidance as they navigate our processes.

- Rewarding career making a difference in the lives of the most vulnerable populations.
- Cultivate relationships with internal and external departments to connect residents with necessary resources.
- Promotions with our career development plans – Human Services Specialist III, IV and V.
- Seeking applicants who have:
 - Combined education and/or experience in the human services field
 - Excellent customer service skills
 - Excellent time management skills
 - Technical computer skills
 - Willingness to adapt to changing policies and procedures
 - Success working within a team

APPLY TODAY!



Visit Our Website:

henrico.gov/dss/



Henrico County Benefits

Competitive Hiring Range:

\$55,000 - \$70,000

Tuition Reimbursement

Generous Leave Accrual

Excellent Healthcare Coverage

Career Development

Virginia Retirement System

CAREER DEVELOPMENT PLAN (CDP)
(abbreviated overview of requirements)

Job Classification	Human Services Specialist III	Human Services Specialist IV	Human Services Specialist V
Minimum Education/Experience:	<ul style="list-style-type: none"> • Four-year degree in a relevant human service • Four years of relevant work experience • Or equivalent combination of education/experience (4 years total combined) 	<ul style="list-style-type: none"> • Four-year degree in a relevant human service • Five years of relevant work experience • Or equivalent combination of education/experience (5 years total combined) 	<ul style="list-style-type: none"> • Four-year degree in a relevant human service • Six years of relevant work experience • Or equivalent combination of education/experience (6 years total combined)
Primary Duties:	Proficiently performs all TDR assigned to Levels I and II plus the following:	Proficiently performs all TDR assigned to Levels I, II and III plus the following:	Proficiently performs all TDR assigned to Levels I, II, III and IV plus the following:
Tasks, Duties and Responsibilities (TDR) required for this position	<ul style="list-style-type: none"> • Performs initial and continuing eligibility determination of county residents applying for or receiving various federal, state and local public assistance programs. 	<ul style="list-style-type: none"> • Performs full-proficiency initial and continuing eligibility determination of county residents applying for or receiving various federal, state and local public assistance programs. 	<ul style="list-style-type: none"> • Serves as a lead worker.
Computers and Technology:			
Computer software, systems, databases and other technology required to perform job duties	<ul style="list-style-type: none"> • Outlook, Excel, Teams, eCamps, Dominion, Filenet, VACMS, SPIDER, MMIS, VEC and SVES 	<ul style="list-style-type: none"> • Outlook, Excel, Teams, eCamps, Dominion, Filenet, VACMS, SPIDER, MMIS, VEC and SVES 	<ul style="list-style-type: none"> • Outlook, Excel, Teams, eCamps, Dominion, Filenet, VACMS, SPIDER, MMIS, VEC, SVES and Rushmore
Knowledge, Skills and Abilities:	Proficient at HSS I and II plus:	Proficient at HSS I, II, and III plus:	Proficient at HSS I, II, III and IV plus:
Knowledge, Skills, and Abilities (KSA) required to perform assigned TDR (include specialized KSA)	<ul style="list-style-type: none"> • General understanding of the goals and purpose of public assistance and social services programs. • Techniques of interviewing and information gathering. • Professional knowledge of modern office practices, methods, and record keeping practices and procedures. 	<ul style="list-style-type: none"> • Full performance professional level proficiencies and full workload including complex cases and cases with special requirements. • Thorough working knowledge of public assistance programs and the ability to effectively communicate eligibility decisions to colleagues and clients of all economic and cultural backgrounds. 	<ul style="list-style-type: none"> • Maintains and uses broad in-depth knowledge of public assistance program policies, agency standards, polices, procedures and functions. • Excellent communication and interpersonal skills, both oral and written, to develop and maintain effective working relationships with colleagues, partner agencies and the public. • Basic leadership training, mentoring, and demonstrated ability to effectively manage own workload and to foster and maintain high morale and engagement with staff.
License, Certifications and Training:			
Division Mandatory Training	<ul style="list-style-type: none"> • Attend all required agency, state or regional training to include NIMS ICS 700,100, 200 • 16 hours of Professional Development training 	<ul style="list-style-type: none"> • Attend all required agency, state or regional training to include NIMS ICS 700,100, 200 • 24 hours of Professional Development training 	<ul style="list-style-type: none"> • Attend all required agency, state or regional training to include NIMS ICS 700,100, 200 • 40 hours of Professional Development training
CDP Specific Training	<ul style="list-style-type: none"> • 16 hours of Professional Development training 	<ul style="list-style-type: none"> • 24 hours of Professional Development training 	<ul style="list-style-type: none"> • 40 hours of Professional Development training
Supervision:			
	<ul style="list-style-type: none"> • NON-Supervisory • Receives general supervision • Work reviewed by lead/supervisor 	<ul style="list-style-type: none"> • NON-Supervisory • Receives limited supervision • Appropriately seeks guidance as needed • May assist with training new hires as needed 	<ul style="list-style-type: none"> • NON-Supervisory • Receives limited supervision • Appropriately seeks guidance as needed • May assist with training new staff as needed • May service as backup to the supervision