

## CLASS SPECIFICATION



**CLASS:** Health & Human Services Education Specialist  
**ALLOCATION:** Health & Human Services Department  
**FLSA STATUS:** Non-Exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** January 2024

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### **JOB SUMMARY:**

Under general supervision, provide educational, outreach, programmatic, and related assignments for Health & Human Services clients and community members in specified service areas; provide technical support to the HHS program(s) and projects assigned; and perform other related work as assigned.

### **CLASS CHARACTERISTICS:**

This is a journey-level, specialized class in the HHS education series. This position reports directly to Health & Human Services Education Supervisor.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Develop, plan, conduct, and facilitate workshops, classroom sessions, seminars, program orientations, and a variety of activities to inform and educate clients and the community in assigned areas of responsibility.
- Create and update program curriculum; monitor and evaluate educational activities for effectiveness.
- Interview program participants and assist them in developing goals and plans in assigned specialized area(s).
- Develop and present information regarding HHS programs in the community, other agencies, and within the County; provide outreach to community and partner organizations.
- Provide guidance and coaching to program participants and community members in assigned areas.
- Administer and interpret results for a variety of assessments and tests in assigned areas.
- Provide technical consultation to business partners and community groups; coordinate program activities and special projects in area(s) of assignment.
- Assist the supervisor in preparing and administering grant applications and contracts for specific programs or projects; prepare action plans and progress reports.
- Select educational and informational materials to use with presentations; develop materials specific to the program and provide for the production and distribution of such materials.
- Conduct ongoing research and review information related to assigned education and outreach programs.
- Confer with representatives of community organizations, businesses, public and private groups, and educational institutions; represent the department and the County in meetings and presentations.
- Recruit sites for presentations, workshops, and displays; coordinate scheduling of such activities; ensure that participants are notified, adequate materials are provided, and information booths are staffed and speakers provided.
- Develop, conduct, and coordinate needs assessments and other surveys and evaluations to determine quality and performance of offered educational programs.
- Provide direct educational services such as training and presentations; participate in fairs, workshops, discussion groups, and special promotional events.
- Obtain knowledge of HHS programs to best service clients and create appropriate curriculum to meet clients' needs.
- If qualified, perform basic counseling and referral services for clients within specified limits.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Perform a variety of office administrative support duties such as processing mail, maintaining files, preparing records and reports, scheduling meetings, preparing correspondence, and maintaining databases.
- Use standard office equipment, including a computer in the course of the work; drive a motor vehicle to

various work sites.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Principles, practices, and activities of the HHS program(s) to which assigned.
- Basic principles of program planning, development, implementation, and evaluation; program documentation and grant writing.
- Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Techniques of outreach, education, basic counseling, and referral at a paraprofessional level.
- Techniques for educating and modifying behavior of both individuals and groups.
- Community resources that provide social services, health services, nutrition, housing, employment and training, childcare, transportation, and other necessary client services.
- Applicable laws, codes, and regulations.
- Principles and processes for providing customer service and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Computer applications related to the work.
- Techniques for preparing effective visual presentations.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping and report preparation principles and practices.
- Techniques for understanding and effectively communicating with individuals of various cultures and with various types and stages of substance abuse and social or emotional disorders.
- Principles and techniques of making effective oral presentations.
- Human behavior and performance; individual differences in ability, personality, and interests; learning and motivation.
- Group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their impact on behavior.

### **Skill in:**

- Organizing and implementing educational components of HHS programs.
- Accurately gathering, recording, and evaluating data necessary for the implementation of appropriate educational and related programs.
- Relating well to staff, participants, and the public.
- Performing direct client services, such as assessment and counseling, within specified limits.
- Coordinating services and activities among a variety of groups, including adults of various age categories as well as youth.
- Interviewing and obtaining accurate information from a diverse client population.
- Researching, developing, and preparing effective educational and informational materials.
- Presenting training workshops to groups of program participants.
- Interpreting, applying, and explaining applicable laws, codes, regulations, and procedures.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Defining issues, performing social services research, analyzing problems, evaluating alternatives and making appropriate recommendations.
- Organizing own work, managing multiple projects, and meeting critical deadlines.
- Preparing clear and accurate notes, reports, correspondence, and other written materials.
- Establishing and maintaining effective working relationships and networking with local and regional businesses, community groups, and other agencies with a common goal.
- Monitoring/assessing performance of self, individuals, or organizations to make improvements or take corrective action.

- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Identifying the developmental needs of others and coaching, mentoring or otherwise helping others to improve their knowledge or skills.
- Making effective oral presentations to large and small groups.
- Specified positions may require bilingual skills.
- Using initiative and independent judgment within established procedural guidelines.
- Assessing and prioritizing multiple tasks, projects and demands.
- Working within deadlines to complete projects and assignments.

**Ability to:**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Communicate competently and effectively in writing and verbally as appropriate for the needs of the audience.
- Apply general rules to specific problems to produce answers that make sense.
- Motivate volunteers and work with youth and adults in a supportive, enthusiastic, non-judgmental, manner.
- Define problem areas and collect, interpret, and evaluate data; define and recommend solutions or alternatives.
- Effectively use interpersonal skills in a tactful, patient, and courteous manner.
- Work effectively on several issues and with several clients concurrently.
- Speak effectively and present information before groups.
- Establish and maintain client rapport on an individual basis.
- Interpret and explain programs, policies, rules, and regulations.
- Develop creative ways to solve a problem.
- Develop skill in interviewing, case recording, and interpretation, and combining pieces of information to form general rules or conclusions in developing clients' service plans.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment, school or clinic setting, and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit, stand, or walk for prolonged periods of time.
- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to attend meetings and visit work sites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Typical office environment, school, community agencies, and/or clinic setting.
- Community events and outreach outside business hours.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration

who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

**Special Requirements:**

- Attend meetings and/or events outside of normal working hours.
- Must be able to conduct workshops during the evening hours and weekends in various locations in the community.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from a four-year accredited college or university with major course work in education, psychology, social science, public health, or a field related to the work, and one year of experience providing educational and/or social services to clients or the community at large. *Relevant experience may be substituted for the required education on a year-for-year basis for up to 2 years.*

**PREFERRED:** In addition to the minimum, a master's degree in a related field as previously defined; specialized certification; and/or additional years of experience providing educational and/or social services.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Health & Human Services Approval:  
Jennifer Vasquez  
Date:

EEOC: E  
WC: 9410

Human Resources Approval: Analyst  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_