

City and County of San Francisco



Department of Human Resources

Edwin Lee  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: January 30, 2017

Re: **Notice of Proposed Classification Actions –Final Notice No. 77 FY 15/16 (copy attached).**

Pursuant to completion of discussion with SEIU 1021 regarding this classification action, the classification action contained in the above referenced notice became effective January 30, 2017.

Micki Callahan  
Human Resources Director

by: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder  
Classification and Compensation Director  
Human Resources

cc: All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Support Services  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Maria Newport, SFERS  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Drew Murrell, Controller/ Budget Division  
Alex Koskinen, Controller/ Budget Division  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 77  
**Fiscal Year:** 2015/2016  
**Posted Date:** 03/22/2016  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
*(Job specification(s) attached.)*

Item #	Job Code	Title
1	2904	Human Services Technician

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

**For additional information regarding this proposed classification action**, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at [Stephen.Fu@sfgov.org](mailto:Stephen.Fu@sfgov.org).

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Human Services Technician  
Job Code: 2904**

**INTRODUCTION**

Under immediate supervision, the Human Services Technician assists Social Workers and Protective Services Workers in the careful and courteous provision of supportive services to clients of Human Services programs. Services may include but are not limited to: the care and supervision of children and adolescents, transportation of clients, supervision of visits, case aide work assisting clients of various ages and ethnic groups, and the enrolling, training, payment of and monitoring In Home Support Services (IHSS) providers.

**DISTINGUISHING FEATURES**

The 2904 Human Service Technician is distinguished from the 2918 Human Services Social Worker in that 2904 is a para-professional classification, responsible for providing supportive services to clients and assisting professional- level classifications such as Class 2918 Human Services Social Worker and Class 2940 Protective Services Worker. Positions in this job classification are responsible for assisting clients in various programs and code having regular contact with clients, their relatives, and representatives of outside agencies and the public.

**SUPERVISION EXERCISED**

None

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

**IN ALL PROGRAMS:**

1. Transport clients to and from placements, appointments, and visits, both inside and outside of San Francisco
2. Accompany and assist Social Workers and Protective Services Workers with field activities.
3. Transport case material and/or deliver requests, and retrieve records.
4. Perform nurturing care of neglected or abused clients.
5. Consult with professional staff regarding casework and recommend casework services, prepare reports, attend required meeting and trainings.
6. Perform general office duties including photocopying, filing, answering the telephone, maintain case files, complete various forms and using a computer.

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**Title: Human Services Technician  
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7. Maintain case records related to client information; update case records; prepare and submit required reports and complete casework related documentation.
8. Assist Social Workers in providing a variety of child and adult social services; Refer clients in need of case work services to members of Human Services staff.
9. Reserve, use, and inform car desk of any car malfunctions and maintenance issues; make age-appropriate travel preparations for clients and assist clients during travel.

**IN ADULT SERVICES PROGRAM:**

10. Make routine home visits/interview clients to observe, record, and report living conditions.
11. Learn and maintain knowledge of payment procedures in order to correctly enroll, pay and monitor IHSS providers, exercise appropriate work standards and follow state regulations associated with independent providers serving clients.
12. Answer questions of independent providers regarding timesheets and paychecks; meet with clients and independent providers when there are problems with service or service expectations.
13. *Perform housekeeping duties* in order to provide care of elders and adults with disabilities.
14. Assist aged or disabled clients of the Human Services Agency; prepare meals; shop for food, medications, or other items on behalf of a client; assist a client to manage medical, legal, financial, or social services appointments; and provide other services to promote client safety and well-being.

**IN FAMILY AND CHILDREN'S SERVICES PROGRAM:**

15. Following instructions from the Protective Services Worker; supervise routine parental visits between parents and children in out-of-home placement at the office or other locations; inform parents of the guidelines and limitation of the visit as instructed; observe and record parent/child interaction; terminate visit if parent speaks or acts inappropriately.
16. Supervise and monitor the medical and psychological care of children who are temporarily placed at the HSA Child Protection Center
17. Carry items and/or small children weighing up to 40 lbs.

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18. Explain policies and procedures to clients, assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy.

**IMPORTANT AND ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Physical care of clients; standard office procedures and practices and the ability to operate office equipment such as a calculator, photocopier, scanner, and computers; principles of nutrition, hygiene, and childcare; and, basic mathematics.

Ability and Skill to: Objectively observe and deal with the behavior of clients from diverse cultural and socio-economic backgrounds, particularly in stressful or hostile situations; deescalate volatile situations; promote and maintain professional, cooperative working and client relationships sometimes in difficult situations; understand, interpret and apply rules, regulations, and policies both inside and outside of the department, and understand terminology and services offered by departmental programs; meet program deadlines; recognize and report child, senior and dependent adult abuse; respond appropriately to the needs of the clients; handle crisis situations; effectively communicate orally and in writing, and elicit information from clients, sometimes in difficult situations; complete high volumes of work at a speed necessary for successful job performance; keep records; effectively learn, plan, organize, and prioritize caseload; work independently with minimal supervision; safely operate an automobile; and, maintain confidentiality.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

FOR POSITIONS IN ADULT SERVICES: One (1) year of experience in a providing services to seniors or adults with disabilities in a public or private setting. An example of qualifying experience would be a case aide or para-professional in an adult services or in-home supportive services program, adult care facility, group home, residential treatment facility, shelter workshop for developmentally delayed, or nutritional sites. Experience as an independent provider is not qualifying experience.

FOR POSITIONS IN FAMILY AND CHILDREN'S SERVICES: One (1) year of experience in a position which has direct responsibility for the care of children in a public or private setting. An example of qualifying experience would be a childcare worker in a group home or residential treatment facility or teacher's aide or para-professional in a family and children's program or

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school. Babysitting is not qualifying experience.

License and Certification:

Some positions may require possession of a valid California Class C driver license and a good driving record.

Substitution:

Fifteen (15) semester units (or equivalent quarter units) of coursework, from an accredited college or university, in child development, social welfare, social/human service, sociology, or other social or behavioral science may be substituted for up to six (6) months of the required experience as described above.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

<b>ORIGINATION DATE:</b>	02/24/1970
<b>AMENDED DATE:</b>	03/15/1993; 01/14/00 (Amended & Retitled); 01/30/17
<b>REASON FOR AMENDMENT</b>	<i>To accurately reflect the current tasks, knowledge, skills &amp; abilities, and minimum qualifications.</i>
<b>BUSINESS UNIT(S):</b>	COMMN SFMTA SFCCD SFUSD