

**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:** 01/20/2017

**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  
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  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Drew Murrell, Controller/ Budget Division  
Alex Koskinen, Controller/ Budget Division  
E-File

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, ~~home management~~, transportation of clients, supervision of ~~routine visits~~, case aide work assisting clients of various ages and ethnic groups, ~~absent parent searches and the training~~ enrolling, training, -payment of and monitoring In Home Support Services (IHSS) providers.

### DISTINGUISHING FEATURES

The 2904 Human Service Technician is distinguished from the 29180 Human Services Social Worker in that ~~the 2904 code~~ is a para-professional job code classification, responsible for providing supportive services to clients and assisting professional- level classifications ~~job codes~~ such as Class 2918 Human Services Social Worker and Class 2940 Protective Services Worker. Positions in this job classification code are responsible for assisting clients in various programs and ~~Positions in this job~~ code having regular contacts 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, ~~shopping~~, and visits, both inside and outside of San Francisco.
2. Accompany and assist Social Workers and Protective Services Workers with field activities.
3. ~~Carry items and/or small children weighing up to 40 lbs.~~
- 3.4. Transport case material and/or deliver ~~legal notices~~, requests, and retrieve records.

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~~4.5.~~ Perform nurturing care of neglected or abused clients.

~~56.~~ Consult with professional staff regarding casework and recommend casework services, prepare reports, **attend required meeting and trainings.**

~~Perform housekeeping duties.~~ ~~68.~~ Perform general office support duties including photocopying, filing, answering the telephone, maintain case files, complete various forms and using a computer.

~~9.~~ Assist in maintaining client case records by ensuring they are correctly filed, identifying and obtaining missing documents, filing new materials and updating standard forms.

~~10.~~ Act as case aide to and assist social work staff by performing home and collateral visits to gather information, obtain medical, school and legal records and by other methods; prepare documentation of these activities.

~~11.~~ Explain programs, qualification standards, policy and procedure to clients; assist clients in completion of applications, forms and reports when necessary; review and evaluate applications for completeness and accuracy.

~~7.12~~ Maintain case records related to client information and financial assistance received; update case records; submit required reports. **prepare and submit required reports and complete casework related documentation.**

~~9.13.~~ **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; ~~may provide limited referrals to resources within the community on matters related to income maintenance; refer applicants to appropriate agencies according to established procedures.~~

~~14.~~ Assist in locating and referring clients to appropriate resources for therapy, child care, educational programs, medical care, psychological evaluations, etc.; contact service providers, provide necessary referral information, coordinate appointment times with client if appropriate.

~~10.45.~~ Reserve, use, and **inform car desk of any car malfunctions and maintenance** ~~issu~~safely maintain county vehicles in accordance with official policies and procedures; make age-appropriate travel preparations for clients and assist clients during travel.

~~16.~~ Perform related duties and responsibilities as assigned.

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**IN ADULT SERVICES PROGRAM:**

~~117.~~ Make routine home visits/interview clients to observe, record, and report living conditions.

~~142.48.~~ Learn and maintain knowledge of payment appropriate 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.

~~19.~~ Train and monitor independent providers serving clients.

~~132.~~ Answer questions of independent providers regarding timesheets and paychecks; meet with clients and independent providers when there are problems with service or service expectations.

~~14.~~ Perform housekeeping duties in order to provide care of elders and adults with disabilities.

~~15320.~~ Assist aged or disabled clients of the Department of Human Services Agency; prepare meals; shop for food, medications, or other items on behalf of a client; perform marketing; assist a client to manage medical, legal, financial, or social services appointments; and providelaundry, cleaning of premises, and other services to promote for client safety and well-being.

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

~~174.21.~~ Following instructions from the Protective Services Worker; sSupervise routine parental visits ~~Following specific instructions from Protective Services Workers, between parents and children in out-of-home placement at the office or other locations designated by the Case Manager; receive specific instruction regarding the visits and 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.

~~22~~Conduct absent parent searches according to official policies and procedures, as directed by the Case Manager.

~~23.~~ Conduct routine home visits to children placed in out-of-home care as directed by the Case Manager or Supervisor; prepare a brief written report of each visit.

~~185.~~ Supervise and monitor the medical and psychological care of children who are

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temporarily placed at the HSA Child Protection Center

~~16.24. Assist in the placement of children by completing required forms, required for the foster care payment system, and foster care information system; assist in gathering the necessary documentation for special board rate requests and renewals and for foster care eligibility renewals.~~

197. Carry items and/or small children weighing up to 40 lbs.

2018. 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 KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: Physical care of clients; ~~home management techniques;~~ standard office procedures and practices; practices and the ability to operate office equipment such as a calculator, photocopier, scanner, and computers; principles of nutrition, hygiene, and childcare; ~~cultural values and diversity;~~ 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 ~~angry~~ 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; ~~perform manual tasks commonly associated with housekeeping;~~ ~~instruct members of the household in good home management practices;~~ recognize and report child, ~~or~~ senior elder 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.*

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Education:

Experience:

FOR POSITIONS IN ADULT SERVICES: One **(1)** year of experience ~~as a para-professional in a direct service capacity~~ **providing services to working with seniors** elders or dependent adults **with disabilities** in a public or private ~~setting~~ agency or school. 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 ~~as a para-professional~~ in a position which has direct responsibility for the care of children in a public or private ~~setting~~ agency or school. 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 school. Babysitting is not qualifying experience.

License and Certification:

Some positions may require possession of a ~~valid~~ current California Class 3C 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**

~~Some positions may involve bending, stooping, lifting, and carrying small children and/or grocery bags/boxes weighing up to 40 pounds. For these positions this requirement will be tested during the probationary period.~~

**PROMOTIVE LINES**

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Job Code: 2904**

**ORIGINATION DATE:** 02/24/1970

**AMENDED DATE:** 03/15/1993; 01/14/00 (Amended & Retitled); **01/XX/17**

**REASON  
FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills & abilities,  
and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD