

**Working Job Title: Client Services Specialist**

**Job Title: Social Services Specialist 2**

**Job Code: SSP071**

**Grade: H**

As part of the team of social workers providing the best defense for indigent defendants, client services specialists will assist attorneys in finding services to support clients lives outside of the criminal justice system. Under the supervision of social workers, the specialists will be part of a team seeking to empower clients to avoid the circumstances which led to their incarceration. Additionally, specialists will engage with clients, their families, and their communities to help clients remain out of confinement and become productive members of society.

Applicants must show willingness to work as a team, excellent oral and written communications skills, and an eagerness to engage with community service providers and others to assist clients.

**Description of Duties:** The Client Services Specialist will provide case management assistance to system-involved individuals in the alleviation of recidivism. Work involves interviewing and assessing clients' needs, developing and recommending services/treatment plans, counseling, coordinating referrals and resources, and developing community partnerships to support services to clients. Responsibilities include, but are not limited to, locating alternatives to incarceration for attorneys to present to the prosecution and courts for consideration in a client's case. May serve as a lead worker. Performs other related duties as required.

**Essential Duties and Job Responsibilities:**

- Act as a client advocate to coordinate required services or to resolve the crisis.
- Educate clients and family members about the criminal process and assists them in overcoming barriers to success.
- Conduct ongoing monitoring and assessment of service delivery for optimum quality and efficiency of service delivery; authorize and recommend adjustments to case plan goals as needed.
- Identify and conduct interviews with family, friends, employers and other support system members in the community who can aid in clients' success.
- Maintain accurate and specific case records/logs in accordance with applicable laws and regulations; document relevant data in computer application systems.
- Facilitate appropriate referrals to community providers for clients prior to sentencing to promote active engagement in services.
- Provide intensive case management services related to identified treatment needs.
- Maintain ongoing communications with public defenders regarding client updates on progress.



## GEORGIA PUBLIC DEFENDER COUNCIL

- Regularly collect and document data from community partners providing services/resources to clients.
- Assist clients and their families with preparation for court appearances; initiate post-court debriefings to reinforce court expectations and to enhance continuity of care with community services.
- Foster new partnerships/connections under the direction of the supervisor for the benefit of all clients.
- Engage in ongoing training and continuing education related to reentry, criminal justice, mental health, provision of trauma-informed care, and other relevant topics.
- Conduct research and present on findings as necessary; maintain client confidentiality.
- Participate in the development/revision of program policies and procedures; advocate for clients at local and statewide meetings; engage in multidisciplinary team meetings as necessary.
- Perform other relevant duties as assigned.
- This position serves at the pleasure of the Executive Director.

THIS IS AN UNCLASSIFIED POSITION.

THE SELECTED APPLICANT FOR THE POSITION WILL BE SUBJECT TO A REFERENCE CHECK.

PLEASE INCLUDE ALL RELEVANT JOB INFORMATION ON THE APPLICATION FOR CONSIDERATION.

**The selected candidate must meet the advertised minimum qualifications and any other qualifications specific to the job responsibilities.**

### **ENTRY QUALIFICATIONS:**

Bachelor's degree in a related field from an accredited college or university. Valid driver's license. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

**AGENCY QUALIFICATIONS:**

- One year of experience in social service case management.
- Experience conducting needs assessments and coordinating referrals to services.
- Possesses a valid Georgia driver's license.
- Demonstrates proficiency in the performance of the essential duties and responsibilities to function in the position effectively.
- Ability to research and review the client's status and living situation to make assessments of needs.
- Ability to build and maintain professional relationships.
- Ability to make sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.
- Ability to demonstrate excellent communication and interpersonal skills with diverse populations and groups, including superior written and spoken communication.
- Effectively manages own time to ensure adequate service is provided to all clients.
- Displays a high level of commitment toward work and a high standard of ethical conduct.

**EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**