



## **Family Services Specialist I #02307**

### **City of Virginia Beach – Job Description**

Date of Last Revision: November 18, 2025

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 23

### **City of Virginia Beach Organizational Mission and Values**

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Assess client family services needs; develop an appropriate service plan; gather, interpret and compile information; use an array of counseling and intervention techniques to assist the client.

### **Representative Work Functions and Responsibilities**

- Provide direct and/or referral services to client to assess the needs of the client and work toward resolution of personal and family problems.
- Prepare service plans and case reviews to meet local, state and federal requirements and have a documented treatment plan for the client and timely reviews of services provided.

- Prepare statistical reports/narratives, court reports, and social histories to document needs of the services to the client for case record and other agencies.
- Develop knowledge of community resources to make appropriate referrals for client; and participate in required training to further develop knowledge and skills.
- Attend appropriate meetings and/or conferences to present cases, receive supervision, and analyze services provided.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

## **Performance Standards**

- Client needs are assessed adequately, and services are delivered which meet those needs.
- Prepare service plans and case reviews in a timely manner and clearly state treatment plan and objectives for client.
- Written and oral reports are concise, accurate, and presented effectively.
- Use community resources effectively and appropriately as part of the overall service delivery.
- Utilize new concepts and apply skills adequately to serve clients.
- Attend and prepare for meetings/conferences on a regular basis.

## **Minimum Qualifications**

- Must possess a minimum of a Bachelor's degree in a human services field (social work, counseling, gerontology, guidance and counseling, family and child development, psychology or sociology); or possess a Bachelor's degree in any field accompanied by a minimum of two (2) years related experience in a human services area.
- Must have a current and valid driver's license.

## **Special Requirements**

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- For Family Mediation Unit: Virginia Supreme Court Certification in Family Mediation required.

## **Working Conditions**

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

### **DISCLAIMER:**

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*