



Family Services Specialist II #02308

City of Virginia Beach – Job Description

Date of Last Revision: February 12, 2026

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 25

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

Representative Work Functions and Responsibilities

- Provide direct and/or referral family services to clients whose social problems require a high level of skills and abilities to more effectively assess and meet the needs of the client.
- Have a comprehensive knowledge of community resources to make appropriate referrals for clients; participate in training to further develop skills and may conduct

training in specialized areas to staff, other professionals and the community; and may assist supervisor in the training of new workers to share worker's knowledge and skills with new employees.

- Attend appropriate meetings/conferences to present cases, analyze services provided and discuss program agency needs.
- 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.
- Serve as a lead worker in the unit to assist with coordination of service delivery and management of tasks.
- Prepare statistical reports, narratives, court reports and social histories to document needs of and services to client for case record and other agencies.
- 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

- Effectively manage a more specialized and difficult caseload.
- Ensure that the client needs are assessed adequately and that services are delivered to meet those needs.
- Demonstrate beginning management and supervision skills.
- Prepare for and effectively train new workers in program area.
- Service plans and case reviews are prepared in a timely manner, are well documented, and clearly state the treatment plan and objectives for the client.
- Written and oral reports are concise, accurate and presented effectively.
- Use community resources effectively and appropriately as part of the overall service delivery.
- Participation in training reflects a higher level of intervention and counseling skills to more adequately serve the clients.
- Attends and prepares for meetings/conferences on a regular basis.

Minimum Qualifications

- Requires a Bachelor's degree in a human services field (social work, counseling, gerontology, guidance and counseling, family and child development, psychology or sociology) and three (3) years of experience in a human services field; or possess a Bachelor's degree in any field accompanied by a minimum of five (5) years of 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 Child Protective Services Investigations: Experience requirements must include two (2) years in Child Protective Services.
- For Child Services Wellbeing & Permanency Programs: Experience requirements must include two (2) years in Child Welfare.
- For Adult Protective Services: Experience requirements must include two (2) years in Adult Protective Services or working directly with the older and disabled adult population.
- For Family Mediation Unit: Virginia Supreme Court Certification in Family Mediation.

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 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.