Family Services Provider I

Job Description

Department:	Children's Justice Center
Position:	Career Service
Grade:	724
Supervisory:	No
Reports to:	Treatment Supervisor - CJC

Summary

Under general supervision of the Treatment Supervisor - CJC (Children's Justice Center), provides compassionate support to victims of crime and their families through counseling, crisis intervention, and connection to vital community resources. Coordinates services across agencies to ensure a seamless, supportive experience.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide crisis intervention services to victims of crime on site and by telephone; provide emotional support, facilitate timely access to multiple essential services, and coordinate therapeutic treatment program access for the victim and impacted family members; provide assessments and referrals for mental health services, as needed.
2. Provide direct clinical intervention to assist in the review, service staffing, and treatment processes for victims of crime.
3. Coordinate evening clinics in the Family Justice Center Program; help clients access intake services from multiple service agencies at one location; solicit and coordinate the involvement of multiple community service agencies and mental health providers.
4. Oversee decisions involving program delivery and protocol for the Family Justice Center program.
5. Facilitate a multi-disciplinary team approach in case management on behalf of victims; coordinate services with multiple service agencies and facilitate the flow of information between the agencies responsible for services as needed.
6. Assist outside agencies in implementing procedures to improve their accessibility and intake processes for clients.
7. Ensure process continuity and maintain case records according to CJC policies and procedures; produce and submit timely statistical reports as required to maintain funding.
8. Inform the Family Justice Center Advisory Board and the Utah County Commission on conditions impacting the program and the community in general; recommend appropriate action, as needed.

For Office Use Only

Job Code: 2378
Job Title: Family Services Provider I
FLSA: Exempt
Effective Date: 11/7/2026
Public Safety: No

Worker's Compensation: County
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Knowledge, Skills, and Abilities

- Knowledge of social service systems, including protective service programs and procedures
- Knowledge of principles and practices of social assessment
- Knowledge of therapeutic intervention principles, practices, and application
- Knowledge of criminal justice system and laws, ordinances, and policies relevant to work performed
- Skilled in providing crisis intervention and short-term counseling
- Skilled in public relations
- Skilled in recording keeping, report writing, and file management
- Skilled in coordinating multiple tasks efficiently
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate and interact with individuals from diverse social, economic, and ethnic backgrounds in a professional manner
- Ability to coordinate and facilitate communication between multiple agencies and professionals in accordance with professional standards
- Ability to communicate effectively verbally and in writing
- Ability to maintain confidentiality

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smartphones, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work may expose the incumbent to high stress situations and potentially hostile situations including contact with the public in confrontational, emotionally charged, or uncomfortable situations. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

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Position Type / Expected Hours of Work
Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel
Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience
1. Master's degree in Social Work from an accredited college or university.

Preferred Education and Experience
1. Preference may be given to applicants who are bilingual in English and Spanish.

Additional Eligibility Qualifications
1. Applicant must possess and maintain licensure under the Utah Mental Health Professional Practice Act (UCA 58-60) as a Certified Social Worker (CSW).
2. Applicant must possess a valid driver's license and obtain a valid State of Utah driver's license within 60 days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

Career Ladder Advancement
For promotion through career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:
1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director - Human Resources.

AAP/EEO Statement
It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

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Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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