



THE CITY OF REDWOOD CITY
INVITES APPLICATIONS FOR:

HUMAN SERVICES SPECIALIST II

(BILINGUAL – SPANISH & ENGLISH)

#25A - 41

SALARY:

\$5,684 - \$6,909 / Monthly

Hybrid work schedule available

Closing date 08/3/2025 at 11:59pm
OR upon receipt of first 125
applications
(Opened 07/11/2025)

Selection Process

In-person Oral Board Interviews and
a Bilingual Exam
are tentatively scheduled for
August 27, 2025

*Interested in joining the
Redwood City team?*

Application Process

Apply inline at [CalOps.org](https://www.calops.org) by
Sunday, August 3, 2025, BY 11:59 pm.
*A City application including resume and
supplemental questionnaire is required.*



WHY JOIN THE REDWOOD CITY TEAM?

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by core values of **excellence, integrity, service inclusion, and innovation**. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication. The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career or make valuable contributions to a team that fosters innovation, creativity and collaboration, we hope you'll apply.

ABOUT THE POSITION

The City of Redwood City's Parks, Recreation, and Community Services Department invites you to apply for the full-time position of HUMAN SERVICES SPECIALIST (BILINGUAL – SPANISH & ENGLISH) at the Fair Oaks Community Center (FOCC). The FOCC is a multi-service agency that offers a variety of programs and services provided by City staff and non-profit and public agency partners.

This position serves as a caseworker in the Information and Referral/Emergency Services Program. The Information and Referral/Emergency Services Program provides vital safety net, unhoused intervention, and unhoused prevention services to low-income families, single parents, seniors, disabled persons, persons experiencing unhoused, and individuals seeking assistance in meeting their basic needs and strengthening their economic self-sufficiency. Candidates must be familiar with San Mateo County human services resources. To review job description click [here](#).

THE IDEAL CANDIDATE

Will embrace the City's emphasis on providing excellent customer service; have an understanding of and experience with motivational interviewing; have a passion for working with low-income, special needs, and unhoused populations; be detail oriented and able to manage multiple tasks; possess well-developed customer service, organizational, and computer skills; will be a team player who likes working with a variety of City staff and the public; have experience in the field of human services.



BUILD A GREAT COMMUNITY TOGETHER



BENEFITS INFORMATION

The successful candidate will enjoy the following benefits:

- **Retirement:** Public Employees Retirement System (PERS) CalPERS 2% @ 60 for current members or reciprocal agencies; 2% @ 62 for new members.
- **Health Insurance:** Opportunity to select from a variety of plans that are administered by PERS; Maximum City contribution is 2,598.76/month for 2025.
- **Dental & Vision Insurance:** The City pays 95% of the premium.
- **Life Insurance**
- **Long Term Disability**
- **Employee Assistance Program**
- **Life Insurance**
- **Bilingual Premium:** 2.5% - 5%
- **Vacation Leave:** 10-25 days per year
- **Sick Leave:** 12 days per year
- **Holidays** 14/year and *Holiday pay)
- **Bereavement Leave:** Up to 3 days
- **Flexible Spending Account**
- **Fitness Center:** Access at City facilities.
- **Education Reimbursement Program** up to \$1,500 Annually
- **Deferred Compensation Plan (457)**
- **commuter expenses.** (6-minute walk from Caltrain to City Hall)

Selection Process

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job-related qualifications. The most highly qualified applicants will be asked to participate in the testing process, which will consist of an **in-person oral board and a Bilingual Exam.**

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Department upon submittal of application.

MINIMUM QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain knowledge and abilities would be:

Education & Experience

Experience:

- One year of experience comparable to that of a Human Services Specialist I in the City of Redwood City.
- Equivalent to the completion of the twelfth grade

Licenses & Certificates

The incumbent may be required to travel between various locations during their scheduled work shift.

- Possession of a valid California Driver License with a satisfactory driving record is required.

Knowledge of:

- English and Spanish Language
- Methods of handling crisis situations
- Public Relations practices and procedures
- Human Services Resources in San Mateo County
- Case Management techniques

Skills to:

- Effectively manage human services cases.
- Operate modern office equipment, including computer.

Ability to:

- Speak, read in Spanish and English
- Perform routine intake duties
- Understand and follow oral and written instructions
- Effectively relate to a high volume of clientele, from all social, economic, and ethnic backgrounds.
- Work effectively in a team environment
- Establish, maintain and foster positive and harmonious working relationships with those contracted in the course of work.

Special Requirements: Essential duties require the following ability.

- Bilingual ability (Spanish/English) is required.

Special Instructions:

A City application and supplemental questionnaire are required to apply. Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DOJ Fingerprint Check
3. DMV Check
4. References

Note: Internal candidates may be required to complete the above-mentioned requirements.



SUPPLEMENTAL QUESTIONNAIRE HUMAN SERVICES SPECIALIST II #25A-41 CITY OF REDWOOD CITY

Please provide answers to the following questions. ***Please limit your answers to no more than 500 words.*** Failure to answer the questions will result in an incomplete application and your application will not be considered for the position. (Questionnaire responses must be submitted with the employment application.)

1. Are you bilingual in Spanish? If yes, please describe your level of proficiency (e.g., speaking, reading, writing) and any experience using Spanish in a work setting.

2. Please describe your experience providing emergency or safety net services (such as food, shelter, housing assistance, transportation, or financial support) to individuals or families in crisis. In your response, include:
 - The types of services you provided
 - The populations you served
 - How you collaborated with other agencies or programs
 - Your familiarity with human services resources in San Mateo County.

Fine Print. [The City of Redwood City is proud to be an Equal Opportunity Employer!](#)

The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire. Depending on the number of applications, the above process may be altered.

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.