

COUNTY SOCIAL SERVICES AIDE 1 L0620

Definition: This is routine public contact work in a County Children and Youth, Mental Health/Mental Retardation or Human Services Agency.

An employe in this class assists and receives training from professional social services personnel in providing services to children, youth, and families and people who are mentally disabled. Work involves scheduling, transporting and escorting clients to medical, dental and other appointments, to foster homes, court hearings and for recreation purposes; providing basic information; contacting clients who fail to keep appointments; assisting clients and/or families with the everyday activities of living, home maintenance and care, distribution and delivery of equipment, clothing and other belongings of clients and supervision of children during office visits and in crisis situations in the home. Work also involves the performance of routine clerical duties and the maintenance and care of waiting and visiting rooms. Work is performed under the close supervision of a professional supervisor and is reviewed by observation of performance and evaluation of results.

Examples of Work: Schedules, transports and escorts clients to medical, dental, and other appointments, to foster homes, court hearings or for recreation purposes.

Provides basic information for clients and the community.

Assists clients and/or families with routine daily activities of living, such as home care and management, meal planning, budgeting, child care and training.

Advises technical and professional social service staff or clients' needs and progress in meeting established goals and objectives.

Picks up and delivers equipment, clothing and other belongings of clients, or other materials as required.

Supervises children during office visits and in crisis situations in the homes.

Performs routine clerical duties, such as pick up, delivery and opening of mail; filing; answering the telephone; taking and relaying messages; typing, copying, folding, stuffing and stamping mail and simple posting.

Maintains order of waiting and visiting rooms.

Prepares reports.

Performs related work as required.

Required Knowledges, Skills and Abilities: Ability to perform simple office procedures.

Ability to maintain and complete records.

Ability to read, write, and perform simple arithmetic.

Ability to follow simple oral and written instructions.

Ability to establish and maintain effective working relationships with associates and the public.

Minimum Experience and Training: Graduation from high school;

or

Any equivalent combination of training and experience.

Date Established or Last Revised

Class Specification - October 1992

Evaluation Guide - November 1994

COUNTY SOCIAL SERVICES AIDE 2 L0621

Definition: This is public contact work in a County Children and Youth, Mental Health/Mental Retardation or Human Services Agency.

An employe in this class assists program staff in providing services to clients including children, youth and families, people who are mentally disabled. Work involves assisting

clients/families with activities of daily living, advising of available resources, assisting in obtaining services from within the agency and other agencies, and providing transportation. Work may involve accompanying social service staff on visits to homes or institutions, assisting with the completion of forms and assisting with clerical duties. Work is performed under the close supervision of a professional worker/supervisor and is reviewed through observation and results attained.

Examples of Work: Assists clients/families with activities of daily living such as family budgeting, marketing, housekeeping standards, personal health and hygiene, nutrition, food preparation and storage, care of clothing and use of resources.

Provides basic information, referral and emergency services; provides basic supportive counseling to public regarding community resources, policy and procedures.

Provides transportation for clients to medical, dental and other needed services, including the transport to foster homes or other facilities.

Supervises the attendance and monitors the behavior of children during appointments and visits.

Provides information to clients on the availability of resources and services and assists with the preparation of forms.

Assists in locating homes, and intercedes with utility companies, landlords and other social service agencies when problems occur.

May provide testimony in court as required under the close supervision of a professional worker or supervisor.

Keeps professional worker and supervisor informed of progress made toward the client and family in meeting established goals and

objectives and/or notifies of possible need for change or additional services.

Performs general housekeeping activities within such areas as a home, child day care center, visiting rooms or others.

Receives telephone inquiries and calls concerning emergency situations, provides active listening to clients in crisis until calls can be referred to a professional worker or supervisor.

Performs clerical tasks such as folding, sealing and stamping mail; opening and distributing mail, answering the telephone; operating simple office machines and filing.

Periodically participates in conferences with agency staff, families and others to provide information for their use in the development of treatment plans, goals and objectives.

Participates in training programs designed to develop program knowledges and skills.

Performs related work as required.

Required Knowledges, Skills and Abilities: Knowledge of community resources and services.

Knowledge of the methods and techniques of infant and child care or care of the mentally disabled.

Knowledge of home management, including family budgeting, meal planning and sound nutrition; selection, care and maintenance of clothing and household equipment; personal health, sanitation and grooming.

Knowledge of federal, state and county rules, regulations, policies and procedures.

Knowledge of office practices and procedures.

Ability to recognize family problems and transmit the information to a professional social services worker or supervisor.

Ability to instruct individuals in the activities of daily living and/or the care of infants and children.

Ability to evaluate and analyze information obtained through interviews, general observation, reports and records.

Ability to establish and maintain positive working relationships with

clients, their families, agency staff and other community agencies.

Ability to communicate effectively both orally and in writing.

Minimum Experience and Training: One year as a County Social Services Aide 1;

or

Graduation from high school, or its equivalency, and two years of experience in public contact work in a human services agency which included one year of experience in interviewing and obtaining information;

or

An associate's degree in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences;

or

Any equivalent combination of experience and training.

Date Established or Last Revised

Class Specification - October 1992

Evaluation Guide - November 1994

COUNTY CASEWORKER 1 L0623**February 12, 2004**

Definition: This is entry level professional social service work in a County Children and Youth, Mental Health/Mental Retardation, or Human Services Agency.

Employees in this class participate in formal and informal county agency training programs which provide knowledge of the methods, procedures, rules and regulations necessary to perform social service and case management supportive services to children, youth, and families, people who are mentally disabled, people who are physically challenged, and others to assist them in attaining a more satisfactory social, economic, emotional, or physical adjustment. The work assigned is limited in scope and difficulty, and is performed under close supervision, but as knowledges and skills are acquired, more latitude in judgment and decision making is permitted. Work is performed under the close supervision of a professional social service or administrative supervisor and is reviewed through individual and group conferences, assignment of professional reading, attendance at training programs, and the reading of records and reports.

Examples of Work: Participates in formal and informal training programs which provide basic knowledge relative to agency purpose, services provided, client population characteristics, and applicable laws, methods, procedures, rules and regulations governing the operation of the agency.

Learns about the network of available community resources by reviewing resource files, site visits, and working with and observing higher level caseworker staff.

Receives instruction regarding the reason for and proper completion of applicable forms and paperwork.

Performs a variety of entry level social services and case management duties designed to provide supportive services to children, youth and families, people who are mentally disabled, people who are physically challenged, and others.

Assists clients and their families in developing and using their own potential for more adequately resolving their social, health, emotional and economic problems.

Provides or assists in the provision of social services, such as placement of children and adults in foster or adoptive homes, day care centers, domiciliary care facilities, or institutions.

Guides clients in home and budget management, housing, child care and parenting skills, employment, recreation and living arrangements.

Schedules and conducts interviews and follow-up visits to provide service and counseling.

Prepares and provides testimony in court under supervision.

Makes referrals to other public and private social services and community agencies and resources to meet client needs; assists clients and their families in understanding and utilizing these resources.

Attends and participates in case reviews and supervisory conferences and is exposed to a variety of learning experiences, including forms and on-the-job training programs, designed to develop

professional and technical skills.

Documents activities and services using designated agency methods and procedures, including social service summaries, correspondence and reports.

Performs related work as required.

Required Knowledges, Skills, and Abilities: Knowledge of the basic principles of economics, sociology, psychology, and other social sciences.

Knowledge of current social, economic, and health problems and their impact on the growth and development of people.

Knowledge of human development and behavior including the individual, family, and group.

Ability to understand and accept the needs and rights of others and to work with adults and children who are physically challenged, mentally disabled, emotionally troubled, and economically disadvantaged.

Ability to learn, interpret, and apply relevant laws, regulations, and policies governing agency services.

Ability to learn how to conduct individual and family interviews and to use them to identify individual and family problems.

Ability to learn how to effectively interact with individuals, families, and as a member of a treatment team.

Ability to plan and organize work, prepare adequate records and reports, set priorities, and learn to maintain a caseload in an effective and timely manner.

Ability to adequately express ideas orally and in writing.

Minimum Experience and Training: A bachelor's degree which includes or is supplemented by successful completion of 12 college credits in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences;

or

Two years of experience as a County Social Services Aide 3 and two years of college level course work which includes 12 college credits in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences;

or

Any equivalent combination of experience and training which includes 12 college credits in sociology, social welfare, psychology, gerontology, criminal justice, or other related social sciences and one year of experience as a County Social Services Aide 3 or in a similar position performing paraprofessional case management functions.

Date Established or Last Revised

Class Specification - February 12, 2004

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