



## CalHR Social Service Aide

**CLASS CODE** SSA - MSS

**SALARY**

### **Class Definition and Description**

Under general supervision, the Social Service Aide assists Social Workers by performing specifically designated tasks related to the improvement of family functioning and child and adult services; and performs related work as required.

Social Service Aide is a paraprofessional class. Incumbents assist Social Workers by relieving them of routine tasks such as performing assessments of clients in the In-Home Support Services program, instructing parents in the development of parenting and household management skills, and/or performing various tasks for the child and adult service programs.

The Social Service Aide differs from the Social Worker in that the former requires a lower level of skill and training than the level required of a professional Social Worker.

### **SUPERVISION EXERCISED AND RECEIVED**

Incumbents in the Social Service Aide classification receive supervision from a Social Worker Supervisor or other higher-level supervisor or manager.

### **Typical Duties, Employment Standards and KSAs**

**Duties may include, but are not limited to, the following:**

- Maintains a routine caseload of elderly adults who are infirm or incapacitated and receiving household services.
- Conducts ongoing client needs assessments and verifies needs by contacting medical and health services providers.
- Presents client assessments to professional staff for approval.
- Completes narrative reports regarding a client's condition and services provided and/or recommended. Enters data regarding case and client information and contacts into automated system.
- Makes client referrals to medical personnel or social workers as needed.
- Provides direct training and counseling to mentally ill and developmentally disabled parents on parenting and household management skills, and teaches families about nutritional meal preparation, budgeting and household care.
- Monitors the medical and psychological care of abused children.
- Supervises visits between parents and children and reports observations to social worker.
- Provides emergency child care.
- Transports or accompanies clients to appointments for service or interviews.
- May testify in juvenile court hearings.

- Assists Social Workers in providing a variety of child and adult social services.
- Acts as liaison between clients and professional staff, individuals and groups in the community serviced.
- Directly assists families in using and learning about the resources of society, particularly medical, legal and employment services.
- Maintains records of work performed, and performs other related work as required.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Basic rules and regulations regarding In-Home Support Services, child abuse reporting, and Welfare and Institution Codes.
- Basic community resources useful to clients served, acceptable housekeeping and homemaking standards, including the methods, materials and equipment used in general housekeeping work.
- Basic methods and attitudes involved in the in-home care of physically ill, handicapped or disabled persons and adequate food preparation with limited kitchen equipment.

### **Ability to:**

- Interview persons to obtain a variety of information applicable to the provision of social services.
- Understand and accept differences in human behavior resulting from cultural, economic or other forms of deprivation.
- Effectively instruct physically and mentally disabled adults in parenting and household skills.
- Deal with physically and sexually abused children.
- Prepare basic written reports.
- Recognize and report specific indications of need for social services.
- Maintain confidential information in accordance with legal standards and/or County regulations.
- Establish and maintain effective working relations with co-workers, outside organizations, and the public.

## **Minimum Qualifications**

Sixty (60) semester units or ninety (90) quarter units of college, including fifteen (15) semester units or twenty-two and one-half (22.5) quarter units in social welfare, social/human service, sociology, or other social or behavioral science;

**OR**

Two (2) years of full-time experience providing social services in a public or private setting to disadvantaged adults or children;

**OR**

A combination of education and comparable experience equivalent to two years of full-time experience which includes a minimum of fifteen (15) semester units or twenty-two and one-half (22.5) quarter units in social or behavioral science. When combining education and experience; fifteen (15) semester units or twenty-two and one-half (22.5) quarter units equal six months of experience.

Examples of social or behavioral science courses include: anthropology, criminal justice, economics, education, ethnic studies, history, human development, law, nursing, nutrition, philosophy, political science, psychology, public health, religion, social welfare, sociology, welfare, women's studies.

## **Special and Driver's License Requirements**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class

of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

**History Information**

Date Established: 10/27/86

Date Revised: 7/1/03

Date Revised: 11/7/07

Date Revised: 6/3/14