

## **Social Services Aide**

### **DEFINITION**

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

### **DISTINGUISHING CHARACTERISTICS**

The 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 RECEIVED AND EXERCISED**

Incumbents in the Social Service Aide classification receive supervision from professional, supervisory or management staff.

### **TYPICAL DUTIES**

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

- Completes narrative reports and case documentation regarding a client's condition and services provided and/or recommended. Enters data regarding case and client information and contacts into automated system.
- Performs ongoing client needs assessments and verifies needs by contacting medical and health services providers.
- Presents client assessments to professional staff for approval; may make client referrals to medical personnel or social workers as needed.
- Monitors the medical and psychological care of abused children.
- Acts as liaison between clients, professional staff, individuals and groups in the community serviced; conducts outreach, distributes flyers for programs offered at HHSA; directly assists families in using and learning about the resources of society, particularly medical, legal and employment services.
- Assists Social Workers in providing a variety of child and adult social services.
- Supervises visits between parents and children and reports observations to

social worker.

- Transports or accompanies clients to appointments for service or interviews.
- 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.
- Performs basic clerical work including setting up appointments with clients, assembling eligibility packets and other office work as needed.
- Maintains records of work performed, and performs other related work as required.
- Performs other related duties.

## **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
- Proper methods of transporting young children, infants, disabled adults and elderly persons
- Typical and problem behavior in small children, adolescents, disabled adults and elderly persons
- Behavioral/physical signs and symptoms of clients requiring professional and/or medical assistance

### **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.

### **EXPERIENCE AND EDUCATION GUIDELINES**

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

#### **Experience and Education:**

Equivalent to completion of two (2) years of college, including fifteen (15) semester units in social welfare, social/human service, sociology, or other social or behavioral science;

OR

Two (2) years of full-time experience in a public or private Social Services agency providing services to disadvantaged adults or children.

### **WORKING CONDITIONS**

**Mobility** - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

**Lifting** - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

**Visual** - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

**Dexterity** - Frequent holding, reaching, grasping, repetitive motion, and writing.

**Hearing/Talking** - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

**Emotional/Physiological Factors** - Frequent decision making, concentration, and working alone; occasional public contact.

**Special Requirements** - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

**Environmental Conditions** - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Classification Code:	
Bargaining Unit:	40
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	283