



## SOCIAL SERVICE AIDE

### DEFINITION

Under general supervision, assists Social Workers by performing paraprofessional tasks related to the improvement of family functioning and child and adult services; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS

This is a fully qualified journey-level paraprofessional classification. Incumbents assist with intake and triage services, instruct parents in the development of parenting and household management skills, and/or perform various tasks for the child and adult service programs.

This class is distinguished from the Social Worker I in that the former requires a lower level of skill and training than the level required of a professional Social Worker.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- 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 coaching on parenting and household management skills, and teaches families about nutritional meal preparation, budgeting, and household care.
- Monitors the medical and psychological care of children in foster care.
- Conducts home visits to older or dependent adults as assigned to assist with eligibility determinations or the provision of ongoing services and support in either Adult Protective Services or the In-Home Supportive Services Program.
- Provides coaching that supports families to meet the unique needs of each child during their family time; documents observations into the automated system and reports said observations to the 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.
- Directly assists families in using and learning about the resources of society, particularly medical, legal, and employment services.
- Maintains records of work performed.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic rules and regulations regarding Welfare and Institution Codes, mandated reporting, Adult Protective Services, In-Home Supportive Services, and Child Welfare Services (as per program assignment).
- Basic Home Health Care and Community services and support available to the populations served (children, older and dependent adults).
- Basic child, individual, and family development.
- Applicable federal, state, and local laws, rules, and regulations of social services.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Interview individuals/families to obtain a variety of information applicable to the provision of social services.
- Understand, accept, and respect 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.
- Work in a collaborative and supportive manner with victims of abuse, neglect, and exploitation (children and/or older and dependent adults).
- Provide trauma-informed care to children who have been physically and/or sexually abused.
- Recognize and report specific indications of need for social services.
- Maintain confidential information in accordance with legal standards and/or County regulations.
- Interact professionally and respectfully with clients including difficult, hostile, or distressed clients.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective professional working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

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 direct social services support to individual clients and families in a public or private setting to disadvantaged adults or children;

\*Examples of acceptable social or behavioral science courses include: anthropology, criminal justice, ethnic studies, human development, human services, psychology, social welfare, and sociology.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions and partially in the field when conducting home visits. As such, employees may have occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and direct exposure to hazardous physical conditions. Employees may be subject to clients or members of the public afflicted with behavioral disorders or who are under emotionally stressful conditions. Employees may interact with upset individuals connected with the client, staff, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.