



SOCIAL SERVICE AIDE

CLASSIFICATION

DEFINITION

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

Social Service Aide

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 class classification. Incumbents assist Social Workers by relieving them of routine tasks such as performing assessments of clients in the In-Home Support Services program, instructing with intake and triage services, instruct parents in the development of parenting and household management skills, and/or ~~performing~~ perform various tasks for the child and adult service programs.

The Social Service Aide differs

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.

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.~~

EXAMPLES OF TYPICAL DUTIES/JOB FUNCTIONS (Illustrative Only)

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~~ Social Workers as needed.

- Provides direct training and ~~counseling to mentally ill and developmentally disabled parents~~ 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 ~~abused~~ children in foster care.
 - ~~Supervises visits between parents and children and reports observations to social worker.~~
- 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 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.

QUALIFICATIONS ~~EMPLOYMENT STANDARDS~~

Knowledge of:

- Basic rules and regulations regarding ~~In-Home Support Services, child abuse reporting, and Welfare and Institution Codes, mandated reporting, Adult Protective Services, In-Home Supportive Services, and Child Welfare Services~~ (as per program assignment).
- Basic ~~community resources useful~~ Home Health Care and Community services and support available to clients the populations served, ~~acceptable housekeeping and homemaking standards~~ (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 ~~methods, materials and meaning~~ and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used ~~in general housekeeping work~~ for business functions and program, project, and task coordination.

- ~~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.~~

➤ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Interview persons/individuals/families to obtain a variety of information applicable to the provision of social services.
- Understand ~~and~~, 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.
- ~~Deal~~ 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 ~~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.
- 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 ~~and~~, maintain, and foster positive and effective professional working relations/relationships with co-workers, outside organizations, and those contacted in the public course of work.

MINIMUM

QUALIFICATIONS (Education and/or 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;

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

DRIVER LICENSE REQUIREMENT

~~Some positions in this classification may require possession of Licenses and Certifications:~~

- ~~➤ Possession of, or ability to obtain and maintain, a valid California driver's 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 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 disabilityability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be reviewedmade for individuals on a case-by-case basis by the appointing authority.~~

History

~~Date Established: 10/27/86~~

~~Date Revised: 7/1/03~~

~~Date Revised: 11/7/07~~

~~Date Revised: 6/3/14~~**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.