SOCIAL SERVICES AIDE I/II

DEFINITION

Under supervision, provides a variety of nontechnical, support services in the Department of Social Services; assists social workers and eligibility workers in the performance of duties related to child and adult protection services, financial services and household management; and does other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Social Services Aide I is the entry level classification. Initially, under closely supervision, incumbents learn and perform a variety of nontechnical duties related to child and adult protection services, homemaker services, eligibility determination and other social services programs. This class is flexibly staffed with Social Services Aide II, and incumbents normally advance to the higher level after gaining experience and achieving proficiency which meets the requirements for Social Services Aide II.

Social Services Aide II is the full working level class in this series. Under general supervision, incumbents perform the full range of assigned duties. Incumbents may provide more responsible, difficult and specialized subprofessional social services assistance.

EXAMPLES OF DUTIES

1. Transports or accompanies adults and/or children receiving services of the Social Services agency

2. Supervises visits between parents and children (placed in protective services); terminates visit when appropriate

3. Performs a variety of household management tasks including meal planning, house cleaning, food preparation and personal care services

4. Teaches and encourages clients in household maintenance, personal care and child care; assists clients with banking or money management

5. May serve as an interpreter for Spanish speaking clients during home visits, office visits and telephone calls

6. Assists clients by explaining eligibility procedures and how to complete necessary forms

7. Accompanies Social Worker or Emergency Response Worker on
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social service cases; conducts in-home visits on low risk family maintenance cases or high-risk disabled adult or elderly clients

8. Assists in the referral of clients to appropriate community resources; assists clients in securing medical, legal or other assistance

9. Identifies problem situations and reports to professional staff regarding individual or family functioning, problems and/or abuse

10. Performs basic clerical work including setting up appointments with clients, assembling eligibility packets and other office work as needed

11. Maintains statistics and files; writes reports and correspondence.

QUALIFICATIONS

A combination of experience, education and/or training which substantially demonstrates the following knowledge and skills.

Knowledge of:

Social Services Aide I

1. The needs, problems, attitudes and behavior of clients served by the agency and the local community

2. Proper methods of transporting young children, infants, disabled adults and elderly

3. Household management and personal care methods and standards including laundering, meal planning and preparation, money management and personal health and hygiene

4. Agency and program policies and procedures

5. California Motor Vehicle code; safe driving practices geographic area of area serviced.

Social Services Aide II (In addition to the requirements of the I)

1. Departmental and community resources useful to clients served

2. Typical and problem behavior of small children, adolescents,
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disabled adults and elderly persons

3. Behavioral/physical signs and symptoms of clients requiring professional and/or medical assistance.

Skill to:

Social Services Aide I

1. Establish and maintain effective working relationships with clients and agency workers
2. Communicate effectively, both orally in writing
3. Understand and accept differences in human behavior resulting from cultural, financial and other forms of deprivation
4. Perform housekeeping, household management and personal care tasks
5. Make simple arithmetic calculations
6. Maintain clear and accurate records and files
7. Assist clients and agency staff with clerical work
8. Follow oral and written instructions.

Social Services Aide II (In addition to the requirements of the I):

1. Identify and analyze problem situations and take appropriate action
2. Transport difficult and unhealthy clients
3. Assist professional staff in determining appropriateness in family maintenance cases and in-home care cases
4. Motivate and educate clients to improve standard of home and family management.

EXAMPLES OF EXPERIENCE AND EDUCATION

The knowledge and skills listed above may be acquired through various types of education, training or experience. A typical way to acquire the required knowledge and skills outlined above is listed as follows:
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Level I:

Paid or volunteer experience or specific training which has provided an understanding and acceptance of the problems, needs, attitudes and behavior of clients service by a human services agency.

Level II:

Equivalent to six months of experience performing the duties comparable to those of a Social Services Aide I in Monterey County.

LICENSE

Possession of an appropriate valid California Drivers License.

Bargaining Unit: K
EEO Category: PP
Overtime Status: Y

Approved by

Date 10/2/90

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