

## **SOCIAL SERVICES AIDE BB**

### CODES/PAY GRADE

Class Code: 2708      EEO Code: F      FLSA: NE      Pay Grade: 416  
Level I  
Level II

### MAJOR FUNCTION

Specialized clerical work in Community Services which involves considerable public contact.

### ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Functions as clerical support to Social Workers and Caseworkers including data entry, file maintenance, answering phones, typing, etc.

Interviews applicants to assist in determining eligibility for public assistance including Head Start, Medicaid, Social Security, etc. Evaluates income, family status and related information. Makes referrals to other community resource centers/programs. Reconciles and processes client invoices for payment.

Disseminates information on programs, volunteerism, parent activities, etc. to clients.

Assists with coordination of parent and training meetings including scheduling providers; mailing notices; assisting with minutes.

Makes home visits if necessary.

Assists in providing information about social services directed toward the returning of recipients to self-support and self-care.

Serves as liaison to community resource programs/centers.

Performs related work as required.

### KNOWLEDGE, ABILITIES AND SKILLS

(SOCIAL SERVICES AIDE – cont.)

Ability to learn the principles and practices of social work. Ability to learn the services provided by community agencies and the Head Start Program. Ability to disseminate information according to defined rules, regulations, ordinances relating to providing public assistance. Ability to establish and maintain effective working relationships with outside agencies, the public, and other employees. Ability to maintain confidentiality of files and case information. Ability to give information in accordance with applicable laws, rules, and regulations relating to the providing of public assistance and medical care. Ability to establish and maintain effective working relationships with employees and the public.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED, plus one (1) year clerical experience. Experience in social service office, health office, or hospital preferred.

Must acquire and maintain a First Aide and C.P.R. certification within six (6) months of appointment.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

ADA REQUIREMENTS

Environmental Demands: Inside work.

Physical Demands: Sedentary to light work. Ability to see, talk; finger/manual dexterity. Ability to stand, reach, lift, hold, grasp, walk.

Mental Demands: Ability to read and comprehend instructions, manuals, reports, memos, letters. Ability to perform basic mathematical computations. Ability to apply rules, policy, and procedures to real life situations. Ability to speak clearly and concisely. Ability to complete forms. Ability to write letters, summaries, etc detailing information and data.

Revised 10/97  
Replaces 10/94