

CLASS SPECIFICATION

Yuba County

December 2001

CLASS TITLE: Health and Human Services Aide

FLSA STATUS: Non-exempt

JOB SUMMARY:

Assists professional and technical staff in providing social service, victim/witness and related human service supports to an assigned client base; performs related work as assigned.

CLASS CHARACTERISTICS:

This class provides routine and structured office and field support to a variety of social service and human services programs, normally under the direct supervision of a professional or technical staff member. Responsibilities include acting as a liaison between the client and the County, ensuring that the client obtains the necessary services and support.

EXAMPLES OF DUTIES:

Essential:

- Provides transportation to and from appointments, interviews and medical or community agency locations.
- Assists clients in communicating with representatives of the department, community agencies and other providing case assistance; assists clients in completing forms and asks questions and obtains information on their behalf.
- Refers applicants and recipients who need additional assistance to appropriate departmental staff; prepares the necessary referral documents; confers with supervisor regarding clients who may need emergency assistance of some type.
- Observes and monitors family visits and provides in-home instruction, following strict guidelines.
- Observes and advises supervisors regarding client behavior, activities, attitudes or possible needs.
- Following specific guidelines, assists clients in obtaining suitable housing and/or obtaining referrals to County-sponsored occupational or educational programs.
- Provides information for group eligibility determination interviews; may participate in the interview process.
- Maintains records and files related to work performed and provides information for client case files.

Important:

- Performs a variety of general office support work such as answering phones, filing, making photocopies, processing mail and performing light typing or data entry.
- Runs errands, picks up and delivers materials, supplies and documents as required.
- Uses standard office equipment and drives a motor vehicle in the course of the work.

QUALIFICATIONS:

Knowledge of:

Basic concepts of social service programs.
Standard office practices and procedures, including filing and the operation of standard office equipment.

Record keeping principles and practices.
Basic business arithmetic.
Techniques for dealing with the public, in person and over the telephone.

Skill in:

Driving a motor vehicle skillfully and safely.
Making accurate arithmetic calculations.
Performing basic office support work.
Maintaining accurate records and files.
Following oral and written directions.
Working without close supervision in standard work situations.
Speaking English effectively to communicate in person or over the telephone.
Establishing and maintaining effective working relationships with those contacted in the course of the work.

Ability/Physical Requirements:

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to run errands and transport clients.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.
- This class also requires a person to regularly walk, stand or stoop; lift, carry, push, pull or otherwise move persons or objects weighing up to 50 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Working Conditions:

- DMV printout and fingerprinting required prior to hire.

Licensing and Certification:

- Possess a valid California Class C driver's license.

Background: The minimum and preferred requirements for this position are listed below:

Minimum: Equivalent to graduation from high school and some experience in working with the public.

Preferred: Equivalent to graduation from high school and two (2) years experience in working with the public.

This class specification lists the major duties and requirements of the job. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.

Dept Initials: _____
Date: _____

Personnel Initials: _____
Date: _____