

## CLASS SPECIFICATION



**CLASS:** Program Aide  
**ALLOCATION:** Health & Human Services Department  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** June 1999  
**REVISED:** 9/14; February 2020

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### **JOB SUMMARY:**

Under general supervision, assist professional and technical staff in providing a variety of casework and program support to assigned client base; provide routine and structured office, community and client support to department programs including completing necessary forms and documents, monitoring visitations, conducting supervised in-home instruction, community outreach, presentations of health information and providing support for social workers or health education specialists; and related work as assigned.

This is a stand-alone journey level in the client services series.

### **CLASS CHARACTERISTICS:**

This position reports directly to an associated professional, supervisory, or managerial position depending on assignment. This class is distinguished from Social Worker in that the latter are assigned the full range of casework duties and this position assists and supplements them in this role.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Obtain information and other documentation from clients participating in a Health and Human Services program.
- Provide transportation to and from appointments, interviews and medical or community agency locations.
- Assist with performing caseload management activities; review cases; schedule appointments, and enter progress notes in case files.
- Conduct HIV testing counseling sessions, and other appropriate counseling sessions, according to State Guidelines in various settings.
- Under direction, present and distribute health education information and materials to the public.
- Perform duties related to program administrative and clerical support; annotate and file information such as phone calls, letters, appointments, drug tests and a variety of forms and documents.
- Maintain program statistics and prepare a variety of reports.
- Interview clientele; interpret and explain rules, regulations, policies and procedures.
- Assist clients in communicating with representatives of the department, community agencies and others; provide case assistance; assist clients in completing forms; ask questions and obtain information on their behalf.
- Coordinate with other agencies; develop case history; monitor compliance of imposed terms and conditions by consulting with outside service providers or other agencies.
- Gather information and contact various parties; communicate with clientele, law enforcement agencies, schools, parents, victims, treatment providers including residential facilities, courts, attorneys, other county, state or federal agencies and other department staff.
- Refer clients who need additional assistance to appropriate departmental staff; prepare the necessary referral documents and confer with supervisor regarding clients who may need emergency assistance of some type.
- Observe and report verbally or in writing to supervisor and assigned worker regarding client behavior, activities, attitudes or possible needs.
- Establish and maintain accurate records of activities, both written and typed; enter and retrieve electronic data; and file documents electronically.
- Monitor visitation and conduct supervised in-home instruction for clients.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Run errands, pick up and deliver materials, medications, supplies and documents as required.
- Use standard office equipment, including a computer, in the course of work; drive a motor vehicle to attend meetings, outreach activities, run errands, transport clients and conduct home visits.

- Maintain educational program supplies and materials.
- May testify in court.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Basic concepts of services provided by Health and Human Services.
- Standard office practices and procedures, including filing and the operation of standard office equipment, general operation of computer equipment and word processing.
- Record-keeping principles and practices.
- Business English to include spelling, grammar, sentence construction, and punctuation.
- Basic principles affecting human behavior; and basic interviewing and case management principles and techniques.
- Techniques for dealing with a variety of individuals from various age groups, socio-economic, ethnic and cultural backgrounds, in person and over the telephone

**Skill in:**

- Establishing priorities and accomplishing objectives within acceptable time frames, amid interruptions and changing demands.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Gathering and analyzing investigative materials.
- Performing drug testing procedures with accuracy and in accordance with established guidelines.
- Using community resources effectively and identifying appropriate circumstances.
- Making accurate arithmetic calculations.
- Performing basic office support work and utilizing a variety of standard and specialized software.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Working without close supervision in standard work situations.
- Preparing clear, concise, accurate correspondence, reports, documents and written materials.
- Dealing successfully with the public in person and over the telephone occasionally where relations may be confrontational or strained.

**Ability to:**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Communicate clearly, effectively and concisely, both verbally and in writing.
- Read and comprehend complex written materials, to include laws, policies and regulations.
- Understand and comply with laws and policies regarding confidential, sensitive and protected information.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Accept criticism and perform calmly, purposefully and appropriately in emergency and stressful situations.
- Demonstrate self-initiative.
- Use appropriate judgment in recognizing and exercising the scope and limit of authority.
- Recognize subtle changes in behavior and cope with hostility and aggressive behavior.
- Learn and apply the principles and practices of casework techniques.
- Interview persons from diverse socio-economic, cultural and educational backgrounds and obtain confidential information in a persistent, tactful and courteous manner.
- Work within established procedures and guidelines with respect to drug testing of clientele, to include obtaining urine samples, entering and understanding data and complying with chain of evidence procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV)

which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Frequently use a computer keyboard and mouse; regularly twist, bend and reach various office equipment; intermittently walk, stand, stoop, lift or carry items weighing up to 40 lbs; and regularly drive a motor vehicle.

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

**Work Environment:**

- Potential exposure to contagious or infectious diseases or hazardous substances and chemicals.
- May work with hostile or abusive individuals.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

**Special Requirements:**

- May be required to work outside normal working hours including evenings, weekends and other off-hours shifts.
- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** 30 college level semester units from an accredited college or institution in a related field, (including but not limited to psychology, sociology, social work) and one year of experience in related field.

**PREFERRED:** In addition to the minimum, an Associate's degree in a related field and additional years of related experience.

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

Health & Human Services Approval:  
Date:

EEOC: F  
WC: 9410

Human Resources Approval:  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_