

*Code: 5241*

*Title: SOCIAL SERVICES AIDE*

**SUMMARY:** Interviews clients to determine need for social service assistance, identifies problems and provides basic information and referral assistance.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Interviews clients to obtain or verify information for case records and determines eligibility for benefit programs;  
Reviews documents, manual files and computer data to make routine determinations concerning departmental provision of social and related services and initiates action;  
Prepares and maintains progress notes and other materials related to client for assigned caseload;  
Serves as liaison between clients and medical and professional staff, organizations and agencies to resolve non-medical problems or conflicts and serves as an advocate on behalf of the patient/client to coordinate services and information with physicians, community agencies and county social services system;  
Provides and encourages clients to utilize and educates and supplies them with educational literature, resources and services available throughout the community;  
Provides client information to professional, medical, social work and/or case management staff;  
Compiles data used in the preparation of routine, recurring and special studies, reports and documentation;  
Responds to problems or questions made from the clients, families and other legitimate interested parties regarding departmental programs and procedures;  
Opens, closes and maintains client case files and other department filing systems as required;  
Maintains appropriate security and confidentiality of materials and information encountered unless otherwise instructed by a court of law;  
Assists clients in applying for public benefit programs and obtaining other services required;  
Acts as liaison with community resource agencies, contracted vendors, other county departments, the public and hospitals;  
Operates a variety of automated office equipment;  
Makes periodic visits to client's home or care facility to insure that needs are being met;  
May represent unit/department on various committees and working groups and may record, transcribe and/or distribute meeting minutes;  
May Coordinate, schedule and organize unit, program, or departmental calendars, appointments and meetings;  
May research information and prepares routine correspondence, memoranda, operations manuals and other documents for supervisor review and approval.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- effective interviewing and information gathering techniques;
- departmental requirements for provision of social services;
- departmental programs and procedures;
- current policies and regulations governing eligibility for clients;
- local area economic environments, cultural and community attitudes and social mores;
- principles and practices of social service work;
- community resource agencies and organizations;
- time management theory and practice.

Skill in:

- interviewing applicants and making determinations by applying rules and regulations;
- communicating clearly and work effectively with members of minority and lower socio-economic groups;
- interacting with the public and providing customer service concerning benefit programs; obtaining and verifying information through interviews;

- maintaining case files and other documentation in manual and automated systems for tracking data and report generation;
- maintaining confidentiality of records and sensitive information.

MINIMUM QUALIFICATIONS:

EITHER:

(1) One year of interviewing experience involving the application of regulations and completion of course-work for a Basic Certificate from an accredited college, university, or vocational/technical school in either social services, social services substance abuse, social services domestic violence intervention, or social services eating disorders.

(An additional six months of work experience in the areas of counseling, rehabilitation, social services, social work, human services management, sociology, or a behavioral field may be substituted for education.)

OR:

(2) Two years of experience as an Office Support Level II within Pima County in a social services or eligibility setting.

OR:

(3) One year of experience as an Office Support Level III within Pima County in a social services or eligibility setting.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver's license at the time of appointment or prior to completion of initial/promotional probation. Some positions may require current CPR and First Aid certifications at the time of appointment. Maintenance of such certifications and/or licenses is required as a condition of employment. Failure to maintain required certifications shall be grounds for termination. Some employees who are skilled in a second language may be called upon occasionally to utilize that skill in the routine performance of their duties.

Special Notice Items: Department of Labor regulation CFR Part 1910.1030 requires notification that some positions within this classification may have a high risk of exposure to blood-borne pathogens. In accordance with OSHA and Pima County guidelines, Tuberculin (TB) screening, Hepatitis B vaccinations and safety training and equipment will be provided.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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