

GENERAL DESCRIPTION OF CLASS

The HUMAN SERVICE ASSISTANT 1 assists professional staff providing services to clients by performing clerical support functions, transporting clients, and/or observing family members during court-ordered visitations.

DISTINGUISHING FEATURES

This is the first level in a two-level series. The absence of involvement with clients beyond the clerical, transportation, and visitation functions, the limited scope of decisions and responsibilities, and the existence of clear, well-defined tasks distinguishes the class from the higher level.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

1.Client Transportation

Transport staff and clients to and from court hearings, medical, dental, and interview appointments, group meetings, or counseling sessions and transport children to and from court ordered parent visitations.

Schedule medical, dental, therapy, and other appointment times as required by case plan and arrange volunteer drivers for clients needing transportation.

2.Client Observation

Observe client behavior, intervene if negative behavior or inappropriate conversations take place and report to professional staff, verbally or in writing, interaction of clients with others and their general appearance and behavior. Testify regarding observations in court proceedings, if requested.

3.Clerical Support

Organize and file case materials, track completion of required forms on opened and closed cases, and check records and files to clarify eligibility for services. Attempt to locate family members and check references of potential service providers, if appropriate.

Assemble informational packets explaining agency programs or services as requested. Compile statistics for reports, as directed and update address and name changes.

4.Miscellaneous

Maintain a roster of resources available to clients to help them acquire housing, food, clothing, household goods, babysitting, and holiday gifts. Assist clients in completing forms for services.

Some employees in this class may be asked to accompany a professional staff member in order to support

that information has been given to a client or to provide additional security, and may serve as interpreters for non-English speaking clients. Some employees in this class may conduct tours or orientations for potential clients or interested persons or may be asked to provide casework support.

RELATIONSHIPS WITH OTHERS

Employees in this class have daily contact with children and adult clients to provide transportation or gather information, with medical/dental facilities, schools, and other State agencies, by telephone, weekly, to arrange appointments or transportation and to gather information, and with governmental agencies, by telephone, weekly, to obtain statistical information on clients.

SUPERVISION RECEIVED

Employees in this class receive close supervision from a professional staff member or supervisor who reviews work, in progress, daily for timely completion and compliance with agency rules. The supervisor or other professional staff are readily available to answer questions. Work is received through written and verbal requests for transportation and other services from professional staff and supervisors. Daily, weekly, and bimonthly conferences provide additional opportunity for review. State and Federal laws, administrative rules and procedures, and agency manuals serve as guidelines for providing services and dealing with clients.

GENERAL INFORMATION

Positions in this class are found in central and remote locations throughout State government, and work in agencies providing social service functions. They require the willingness to work within the environment associated with the position's location and purpose.

Because of the need to insure public safety, positions in this class at Children's Services Division (CSD) require a criminal history check and a record free of founded abuse referrals.

KNOWLEDGE AND SKILLS (KS)

General knowledge of normal childhood development processes and expectations.

General knowledge of appropriate parenting techniques.

General knowledge of available community resources.

Basic knowledge of spoken and written English sufficient to perform assigned tasks.

Skill in observing and reacting to parent-child interactions.

Skill in assessing client service needs during intake screening.

Skill in working within specific agency policies and procedures affecting assigned work.

Skill in communicating orally and in writing with clients, agency staff, State, local, and governmental agencies to obtain or exchange information.

Skill in organizing files and work materials.

Skill in managing work priorities with minimal supervision.

Skill in dealing with hostile behavior, i.e., angry clients.

Some positions in this class may require one or more of the following:

Skill in speaking another language to serve as interpreter for non-English speaking clients.

Basic knowledge of computers to input and retrieve data.

An Oregon Drivers License valid for the class of vehicles used to provide transportation.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 4/90

Revised