

## GENERAL DESCRIPTION OF CLASS

The HUMAN SERVICE ASSISTANT 2 provides direct case service support, in cooperation with professional staff providing service to clients.

## DISTINGUISHING FEATURES

This is the second level of a two-level series. The increased amount of judgment, greater opportunity to assist professional staff in case related work, and additional responsibility for formal information reporting distinguishes the class from the lower 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 Support Services

Complete forms with information received during initial contact with client. Compile physicians' reports, law enforcement clearance, reference checks, required signature on documents, etc. and complete forms for in-house use with this information.

Assist clients, volunteers, and others in completing invoices and forms and aid clients in completing required applications for services from sources outside the agency. Assist with client orientations, distributing informational packets and answering questions as required.

Review files annually and client information as required, and keep client lists up-to-date for office use (e.g., annual review schedule for substitute care cases). Compile information and prepare statistical reports.

### 2. Casework Support Services

Under supervision and review of professional staff, provide follow-up and case documentation, e.g., maintain contact with clients to observe and report progress and verify that established case plan is being carried out, observe and report to professional staff new barriers, stress, or events impeding client progress, and observe clients' general physical condition and behavior.

For purposes of development and training and under close supervision and review, some employees in this class may carry low-risk, low-service cases (as determined by a supervisor on a case-by-case basis) as a portion of the work assignment.

May serve as an interpreter for non-English speaking clients or as an aide to a physically limited counselor in providing services to clients.

### 3. Referrals and Information

Review incoming requests for services against written agency criteria, call client to verify information and

send referral forms to appropriate human service provider. Maintain logs of client activity and phone calls.

Answer phone inquiries concerning agency programs and services and send follow-up information in response to inquiries. Answer telephone and walk-in complaints, record information, and refer to appropriate personnel.

### **RELATIONSHIPS WITH OTHERS**

Employees in this class have daily telephone and personal contact with clients to observe and report the level of services being received and provided and to explain agency programs and services. They have daily telephone and personal contact with law enforcement officers, schools, physicians, and/or other agencies to gather factual and statistical information about clients.

### **SUPERVISION RECEIVED**

Employees in this class receive general supervision from a professional staff supervisor who checks work daily, by observation, and in weekly or monthly staff meetings, for accuracy and adherence to agency policy and established case plans. Work is also reviewed in progress for adherence to case plan by the professional staff requesting service assistance. Work assignments may be verbal or in writing from the supervisor or professional staff. 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 aspects of child abuse and neglect.

Basic knowledge of the problems experienced by persons who are disadvantaged, drug or alcohol dependent or mentally or physically handicapped (area of specialization will be determined by agency on a position-by-position basis).

Basic knowledge of community resources for use by clients.

Skill in working with people in crisis or who may become angry and/or aggressive.

Skill in communicating orally and in writing with a variety of people to answer questions and gather or exchange information.

Skill in providing services to clients.

Skill in organizing and prioritizing work.

Skill in preparing clear, concise written reports.

Skill in interviewing to obtain needed information.

Skill in explaining agency rules and policies regarding client services to others.

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

Basic knowledge of computers to retrieve information.

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

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 1/90

Revised