Position Title: Social Service Aide

Date: May 2012  Reports to: Human Services Manager

Purpose of Position:

To provide support services to Family & Children's Services social work staff and service coordination and monitoring activities to consumers served by the Family & Children's Services section.

Essential Duties and Responsibilities:

- Coordinates, arranges for, assists with, and/or provides support services to assigned section consumers which may include parent/family training, supervised visitation, daily living skills training, monitoring compliance with agreements and court orders, scheduling meetings and staffings, providing transportation, researching resources, etc.

- Coordinates with social work staff processing referrals and providing services which may include preparation of related paperwork, monitoring assignments, conducting home visits, monitoring expenditures, and completing various case management documentation, etc.

- Coordinate with other agency staff, formal and informal supports and treatment providers in the provision of services and supports.

- Implement the objectives of the consumer case plan and provide ongoing monitoring of the consumer's progress toward meeting those objectives.

- Maintains complete and accurate files and performs general office work, as required.

- Attends various staff training or other meetings, as required.

- Performs other duties of a comparable level/type, as assigned.

Knowledge:

- Knowledge of principals, practices, methods and methodologies used with consumers with a variety of family issues.
- Knowledge of community resources.
• Knowledge of statutes, laws, and regulations pertaining to the areas of responsibility.
• Knowledge of record keeping requirements pertaining to program responsibilities.
• Knowledge of policies and laws related to confidentiality.

• Proficiency in oral and written communication.
• Ability to develop effective outcomes for case planning.
• Ability to establish and maintain engaged and effective working relationships with families, consumers, managers, other professionals, and other agency personnel.
• Knowledge of computer operation and office productivity software.
• Basic knowledge of human service functions, programs, and community resources.
• Basic understanding and fundamentals of the problems, issues and concerns faced by consumer population.

Qualifications:

Vocational certificate or Associate Degree in human services related field. Minimum of two years human services support experience or any combination of education and experience which provides equivalent knowledge, skills and abilities. Bachelor's degree in human service related field is preferred.