

HUMAN SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position requires assisting with the delivery of human services, in varied service areas to community members. An employee in this class may work to provide assistance in the Child Support, Child Protective, Early Intervention as well as other service areas of the Department of Social Services. Professional guidance and supervision in the areas of human services is received from a higher level employee as required. Employees in this class are expected to confer with supervisors to obtain assistance and guidance for community members. Supervision over the work of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Establishes a relationship with individuals and families to insure provision of services;

Conducts in-depth interviews with clients in person or over the telephone;

Assists in referring clients to appropriate services both within and outside of the agency;

Assists in assuring continuity of service in accordance with the client's service plan;

Attends staff meetings in order to exchange information and receive supervision;

Assists in the collection and compilation of relevant information as provided by clients during intake interview;

Assists in the areas of entitlements, housing, clothing, food, transportation and legal services;

Researches, creates accounts, updates records and issues documentation such as compliance notices and petitions, utilizing two computer software applications exclusive to the Child Support Enforcement program;

Maintains detailed electronic and paper records of client cases with pertinent information such as contacts made and steps and action taken;

Assists in providing account status and in explaining the various administrative support enforcement processes allowed by law to non-custodial and custodial parents or other responsible parties;

Responds to correspondence and phone calls from non-custodial or custodial parents or other responsible parties, attorneys, courts, and employers, other governmental agencies, or authorized third parties regarding the accounts of support related cases;

Assists in seeking appropriate services necessary to benefit the development of the child for the duration of the child's eligibility;

Assures that parents of eligible infants, toddlers and children have access to the services identified in individualized family services plans;

Assists in the coordination of provision of services, including transportation services to eligible children;

Assists with the coordination of medical and health care providers;

Participates in in-service trainings.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern principles and practices of social case management; working knowledge of federal, state and local laws and programs as they relate to the delivery of human services; working knowledge of available community facilities and resources; ability to identify positively with people; ability to relate to a potentially difficult client population; ability to receive and benefit from in-service training; ability to communicate effectively both orally and in writing; ability to write legibly and keep accurate records; good organizational skills; good powers of observation, perception and analysis; good judgment; initiative and resourcefulness; tact and courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a bachelor's degree from a regionally accredited or New York State registered college or university; **OR**
- B. Possession of an associate's degree from a regionally accredited or New York State registered college or university which included or was supplemented by twelve (12) semester credit hours in psychology, sociology, human services, one of the behavior sciences or a related field and two (2) years of full-time paid work experience, or its' part-time equivalent, in the human services field.

Special Requirement: At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

ULSTER COUNTY
3605 HUM SRV AS
Classification: Competitive
Grade: 13
Union: CSEA

Adopted: September 29, 2016