

## **SENIOR HUMAN SERVICES AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for providing supportive service functions associated with the implementation of various Social Services Programs. An employee in this class will assist Social Services staff with duties of a routine nature and with tasks that can be performed at a less-skilled level. The incumbent will participate in the day to day functioning of delivering human services to community members. The work is carried out in accordance with well-established guidelines, and the use of independent judgment is allowed only in routine matters. The work is performed under the direct supervision of assigned senior staff. 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.

Participates in activities and programs supported by the Department of Social Services;

Assists clients with forms and applications for services as needed;

Assists in providing information to community members relative to Social Service programs;

Keeps apprised of changes in Federal, State and Local laws, rules, regulations and programs affecting early intervention, child support and other social services and informs staff by means of written reports regarding the changes;

Assesses, organizes and completes computer work;

Answers routine telephone calls and provides general information within assigned unit;

Assists in seeking appropriate services to benefit community members;

Assists in the coordination of the provision of services, including transportation services for clients;

Gathers and compiles information for reports;

Maintains files and records;

Monitors the supply of brochures and pamphlets;

Attends training courses when required;

May assist Caseworkers with annual monitoring of contract agencies;

May act as receptionist if needed.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of Ulster County and its social conditions; good knowledge of programs and services available through the Department of Social Services and other service providers; good knowledge of the needs of community members; ability to communicate effectively with a potentially difficult client population; ability to perform routine office tasks; ability to maintain records and assist in the preparation of reports; ability to understand and follow oral and written directions; tact and courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One (1) year of paid or volunteer experience in the provision of human services; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

ULSTER COUNTY  
6215 SR SVC AID  
Classification: Competitive  
Grade: 6  
Union: CSEA

Adopted: September 29, 2016