

COMMUNITY SOCIAL SERVICES ASSISTANT

I. PRIMARY PURPOSE OF POSITION: work with the elderly, disabled and/or families and children to provide training in household management, and community living skills.

II. DUTIES AND RESPONSIBILITIES:

A. 1. Work involves demonstrating, accompanying, and working alongside clients to show them how to manage money, select and prepare meals, care for the elderly and/or the family's personal health and cleanliness; discussing basic child care practices and discipline techniques; taking clients to medical, social and educational resources to assure they receive services; assist them occasionally in locating transportation or day care, as needed; may conduct group classes in cooking, finances, child discipline, etc., when several clients are identified with similar needs. Takes checks and signs out checks for clients. Writes out receipts. Help take in groceries and packages. Take car to be checked if time is available. Respite, assist elderly clients in different activities.

B. 1. MAJOR ACTIVITIES: Primary Responsibilities:

Home and Family Management - 45%

Community Services Liaison and Transportation - 45%

Intake, Paperwork, etc., - 10%

2. HOME AND FAMILY MANAGEMENT: Home management training or demonstration involves helping parents and/or adults learn how to get the most out of a limited income; to set spending priorities; and to plan meals in order to meet the nutritional needs of family members; to learn money management; to learn any skill or technique that will improve the client's parenting capacity. Employee shows client how to negotiate for doctor's appointments, dentist appointments, and how to be assertive in meeting with their child's teachers.

3. COMMUNITY SERVICES LIAISON AND TRANSPORTATION: Employee takes children and/or adults to doctors; children to school or day care; employee follows up to ascertain if parent made medical appointments for children; interprets instructions from doctors, dentists, mental health counselors, and public health nurses to parents and adults; interprets or shares information provided by clients to doctors, dentists, or other professional helping persons; interprets or shares information from the parent or adult to the social worker; supervises visits between children and relatives; assists with children during court appearances; participates in agency staffings in order to brief social workers as to the level of parents' motivation and capacity to care for children or the adult's capacity to provide self-care. Provides respite for elderly clients, as well as assists these clients with groceries.

4. INTAKE, PAPERWORK, ETC.: Time will be spent in completing required paperwork such as day sheets and written reports on adults, parents and children; consulting with supervisor; receiving training; attending workshops; travel. Employee may perform other duties as directed by his/her supervisor. During periods of natural or man-made disasters, employee is required to assist in staffing shelters.

III. Worker in this position carries 20 to 25 active cases, depending on the services being rendered.

IV. Work is performed under the supervision of Social Work Supervisor, and referrals are written on each client by a social worker, stating the service areas a client needs. Worker will check with supervisor or social worker before adding or deleting any services.

Work assignments are made by the supervisor and the social worker in conjunction with a service plan. The social worker or supervisor may occasionally accompany employee on home visits.

The programs operate under the General Statutes of North Carolina Department of Human Resources, Division of Social Services guidelines, which are found in the Services manuals.

Some agencies, organizations and persons with whom contact will be made: Churches; Mental Health Facilities; Public Health Facilities; Private Physicians; Hospitals; Nursing Homes; Evaluation/Treatment Centers; Law Enforcement; Private and Public Employers; Community Clubs and Organizations; General Public

V. A. The worker is assigned to an office located in the Social Services/Senior Center Building. These offices are fully adequate in

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both furnishings and space. Parking space for both staff and clients is sufficient.

Work is with clients in lower socio-economic groups, and these people usually are not motivated and often live in unsafe conditions. The neighborhoods usually are extremely poor, and conveniences are not always present. Clients often can be verbally abusive and threaten an employee.

- B. Machines, instruments, tools, equipment and materials used are as follows: Copy Machine; Calculator; Computer; Automobile.
- C. Records must be kept in an adequate, up-to-date manner and work must be provided in accord with policy and applicable state laws.
- D. See attached checklist for essential physical requirements.

VI. KNOWLEDGE, SKILLS, ABILITIES, EDUCATION AND EXPERIENCE:

- A. Worker must have basic knowledge of the basic social, economic and environmental conditions of clients to be served; working knowledge of basic household tasks and management functions, and ability to teach others; working knowledge of and ability to enlist the aid of available community resources; skill in basic reading, writing, and simple mathematics; ability to establish rapport and relate to population served and a variety of service disciplines (social workers, doctors, teachers), and community businesses; ability to prepare and maintain simple records of activities; ability to exercise good judgement in appraising situations; ability to verbally communicate feelings.
- B. Minimum Training and Experience: Worker must have demonstrated possession of knowledge, skills and abilities necessary to interpret or share information from the client to the social worker, and must be able to participate in agency staffings in order to brief social workers as to the level of the client's motivation and capacity. Required graduation from High School and two years experience in community work, coordinating activities, or related human services.

VII. OTHER DUTIES:

Worker performs duties as assigned by the County Manager or his designees during a State of Emergency or other disaster. Also perform other duties as requested by agency Director.

Assists with the maintenance and upkeep of county vehicles.