

PART I	DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT	3.072
	STATE OF HAWAII	3.073
		3.074
	Class Specifications	3.075
	for the	3.076
		3.077
	<u>SOCIAL SERVICE AID AND ASSISTANT SERIES</u>	

This series includes all positions which involve performance of duties in support of professional social service functions. The performance of such work requires knowledge of various techniques and procedures and the ability to work as a support person to a professional worker. Such knowledge is typically gained through a combination of on-the-job experience, related classroom instruction and supervised program activities.

Basic Nature of Work:

Social service aids and assistants provide supportive services to professional social workers, vocational rehabilitation specialists or public housing managers responsible for carrying out the functions of such programs as social service, family court, vocational rehabilitation, public housing, etc. The following are brief descriptions of the supportive functions performed by social service aids:

1. Social Service - performance of a variety of designated tasks ranging from those which are simple-clerical in nature to those involving the processing of eligibility for social services programs.
2. Family Court - performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving maintenance of client and collateral contacts including the exercise of elementary skills in perceiving and coping with client resistance and recording and conveying the perceptions.
3. Vocational Rehabilitation - performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving assistance in work adjustment and work therapy programs including instructing and supervising clients on specific tasks and group activities and providing on-the-job training and work stimulation.
4. Public Housing - performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving service as a primary source of information for residents, functioning as a primary source of resident related information for the project management, and encouraging and assisting in the development of resident self-sufficiency.

Levels of Work:

Six (6) levels of work have been identified in this series. These levels are primarily a result of the interaction of several of the following factors:

1. Variety and nature of duties and responsibilities
2. Supervision received
3. Extent of service

These factors will be evaluated as follows:

1. Variety of Nature of Assignments: As isolated factors, neither the variety of procedures nor the type of assignment justifies an increase in level. At all levels, a variety of procedures demonstrating the ability to assume the full range of duties common to the supportive manpower service process is inherent in the class concept. The addition of one (1) or two (2) specific higher-level procedures does not reflect the full range of duties or knowledge inherent in the higher-level class concept and does not usually affect the overall level of the position.

2. Nature and Extent of Supervision Received: Positions at the lower levels work under immediate supervision. At the higher-levels, positions are expected to perform assigned duties under only general supervision of professional social service specialists. The performance under close supervision of selected progressively responsible higher-level duties is characteristic of positions undergoing training for higher-level work. Trainee type positions are not allocable to a higher-level until all requirements for the higher-level are met.

3. Extent of Service: This factor relates to the scope of functions carried out. Evaluation of scope will consider the degree of delegated authority, and also the quality and extent to which a position is expected to maintain person-to-person contact with clients, community members or the general public.

SOCIAL SERVICE AID I

3.072

Duties Summary:

This is the training level in the Social Service Aid and Assistant Series. Receives detailed training in the goals, functions and activities of a specific program such as social service, family court, vocational rehabilitation, public housing, etc.; and performs selected tasks designed to further understanding of the program goals and activities.

Works under the direct supervision of one or more professional workers.

Typical Work Assignments:

Receives training in the goals, functions and activities of a specific social service program; observes the interaction of professional workers with their clients or tenants; learns to perform tasks which will assist professional workers in expediting and facilitating the conduct of their professional work; performs simple clerical work; transports clients to courts, clinics, other agencies, etc.; picks up and delivers mail, materials, supplies and equipment; prepares simple reports.

Knowledge and Abilities Required:

Knowledge of the basic skills in reading, writing and speaking; ability to learn the goals, functions and activities of a specific social service program; ability to perform simple clerical tasks; ability to establish and maintain favorable relationships with clients or tenants.

SOCIAL SERVICE AID II

3.073

Duties Summary:

Provides various supportive services to clients or tenants and professional workers; explains services available to clients or tenants; participates in group and/or team activities.

Typical Work Assignments:

Social Service Aid II positions are typically of four general types:

1. Explains, in general terms, the various social service programs to clients and others; receives identifying data on applicants or recipients, transposes data as received onto intake or other forms and sets up case records; verifies the correctness and completeness of required information and enters it into case records; reports need for information or additional inquiries when documents contain insufficient, inadequate or incomplete information; prepares financial forms, computes payments in accordance with prescribed standards, procedures, and processes taxi or petty cash authorizations; updates and maintains case records and manuals and community resource folders; provides escort services for clients in the course of case activities.

2. Maintains a social worker's control system for case reviews, report deadlines, etc.; provides information to selected clients and escorts them to various places for case-related actions; transports clients to clinics, detention home and other places;

serves summons and petitions; verifies appearance of persons to attend hearings and arranges their proper entry into courtrooms; assists social worker in arranging group counseling facilities; maintains appointment schedule for a social worker; files guide and policy materials and posts revisions.

3. Takes attendance at vocational rehabilitation classes and activities; assists in overseeing such activities as swimming and bowling; assists in cleaning up work area in readiness for next class; assists in issuing supplies and raw materials to clients and in collecting finished products from clients; assists in preparation of raw materials, equipment and work areas assists in preparing finished products for shipment; picks up and delivers mail, raw materials and supplies.

4. Serves as a primary source of information for tenants of a public housing project; makes available on a continuous basis information regarding interior services available to residents; disseminates information about services and programs outside of the housing area which may be useful to the tenants; interprets management concerns and requirements to tenants; interprets and relays the concerns of tenants to the project management; provides management with specific information regarding possible areas for administrative emphasis, and makes suggestions in management preparation of plans, programs and regulatory devices as requested.

Knowledge and Abilities Required:

Knowledge of the general policies, procedures, programs and activities of the program to which assigned; knowledge of the basic skills in reading, writing and speaking; ability to communicate with clients or tenants; ability to perform a variety of clerical tasks; ability to establish and maintain favorable relationships with clients or tenants; ability to prepare simple reports.

SOCIAL SERVICE AID III

3.074

Duties Summary:

Independently provides all supportive services for a unit or team; participates in team activities; does limited field work including checking with clients, encouraging them to use available resources, following up on cases on a periodic basis, and relaying information, problems and observations to the professional staff.

Typical Work Assignments:

Social Service Aid III positions, in addition to performing duties described in the lower levels, are typically of four general types:

1. Verifies selected eligibility for social service programs by checking facts pre-determined by the social worker; reports a need for information or additional inquiries when the information is insufficient, inadequate or incomplete; observes and defines clients' problems in response to specific requests and submits reports on observations; assures that clients prepare and submit clothing and linen lists, and may assist them in preparing such lists; conducts home visits of clients involved in paternity proceedings to assure that they appear in court as requested.

2. Secures information from pre-determined sources and verifies for accuracy and completeness; abstracts information as to housing, job opportunities, community resources, etc., and maintains a file of such material; distributes forms to clients and assists them in their completion and guides them in securing necessary supplementary documents; contacts clients as to availability for court hearings, arranges time for hearing, and sends out notifications for hearing; contacts schools for student grades and reports and records them on appropriate forms; contacts amenable parents and arranges interviews or release of detained children; assists social worker in calming down agitated youths.

3. Engages in the preparation of various activities including gathering of supplies and preparation of materials for various vocational rehabilitation classes; accompanies professional staff and clients on excursions and trips outside of the center; inspects finished products of clients in rehabilitation workshop, and reports rejects to clients or workshop supervisor; accompanies clients to doctors' offices or clinics and acts as guide to blind people unable to travel independently by bus; answers telephone and gives out information relating to the rehabilitation workshop program; makes out activity schedules for clients.

4. Encourages and aids in the development of resident self-sufficiency; assists tenants in learning to effectively express their concerns; initiates and promotes the development of group and/or individual efforts for betterment of the housing project community; identifies and utilizes the abilities of potential leaders; in concert with the tenants, evaluates current regulatory practices and makes recommendations to management; actively fosters tenant contribution to management decisions affecting tenants, encourages tenant acceptance of responsibility for maintenance of facilities; in coordination with steering groups of residents, determines requirements for training in basic skills for effective community living; conducts orientation meetings for residents to assure understanding of their rights and obligations and the functions of the project management element.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: general knowledge of the needs, problems and attitudes of clients or tenants; knowledge of community resources and their utilization; ability to work independently

and follow oral and written instructions; ability to control group situations.

SOCIAL SERVICE ASSISTANT IV

3.075

Duties Summary:

Performs extensive field work and out-reach functions; serves as liaison between professional staff and clients, and/or potential clients; performs preliminary screening for continued eligibility for social service programs.

Typical Work Assignments:

Social Service Assistant IV positions, in addition to performing duties described in the lower levels, are typically of three general types:

1. Visits families and writes reports on their status with regard to description of family, occupational status, health, income, education, housing status, etc.; identifies possible problem areas; informs families of community resources available to deal with their problems; distributes information in the form of pamphlets, leaflets, etc., about the agency's problems; explains the agency's intake policies and helps clients prepare for intake procedures by explaining which documents are needed and in general what types of questions will be asked; conducts follow-up visits to motivate families to use agency resources; obtains feedback comments regarding reactions to agency services; discusses with social worker information and impressions obtained from families; provides transportation and escorts clients to the agency; verifies eligibility factors for continued eligibility for social service programs; reports a need for information or additional inquiries when information is insufficient, inadequate, or incomplete.
2. Explains legal rights to detained children and their parents and executes forms confirming such explanations; contacts recalcitrant parents and youths and arranges interviews with a social worker; records observations of youth and parents under controlled conditions and under random circumstances; represents a social worker under specified conditions to obtain information.
3. Assists professional worker in helping clients with routine production problems during training and evaluation; issues supplies and raw materials to and collects finished products from workshop clients, keeps inventory of supplies current, and reports shortages of supplies to professional worker; prepares daily time and production reports of clients and submits to account clerk for preparation of payroll; assumes responsibility for preparing finished products for shipment and for issuing finished products for rehabilitation workshop sales; assists in receiving, inspecting and storing incoming supplies and raw materials; types clients' newsletters on stencils and makes copies on duplicating machine; contributes to preparation of reports on clients for the

professional rehabilitation counselor; assists in making adaptations and jigs for production work simplification; picks up and delivers work to and from homebound clients, and delivers finished products to various customers.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: some knowledge of interviewing techniques; ability to search for and locate required information from a wide variety of sources.

SOCIAL SERVICE ASSISTANT V

3.076

Duties Summary:

Determines continued eligibility for social service programs; makes referrals to standard community resources and/or professional staff.

Typical Work Assignments:

Social Service Assistant V positions, in addition to performing duties described in the lower levels, are typically of two general types:

1. Determines continued eligibility for social service programs; identifies client's need for remedial or rehabilitative services and the availability for existing services; refers clients to standard community resources and/or professional staff; prepares reports describing counseling plan, progress and achievement.

2. Assists in supervision of clients in various activities within a rehabilitation center, such as home economics, communication skills, mobility, occupational therapy, work training and evaluation and group activities; observes clients engaged in rehabilitative activities and makes work performance corrections or adjustments as appropriate; tapes lessons on tape recorder and types lessons on bulletin typewriter; assists in conducting time and cost studies to determine standard production rates and piece-rate prices; assists in work simplification studies to develop efficient production processes and methods; observes, evaluates and reports on clients' ability to carry out various activities.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: thorough knowledge of the services and objectives of the program to which assigned; ability to refer clients to standard community resources; ability to supervise group activities of clients.

SOCIAL SERVICE ASSISTANT VI

3.077

Duties Summary:

Investigates and determines kinds of services needed by an individual client, and/or family and carries out segments of approved treatment plans; prepares case records and reports.

Typical Work Assignments:

Conducts interviews in the office or during field visits to secure information concerning the personal history and social situations of individuals and/or families receiving social services of the agency; carries out under close supervision, social casework treatment; makes case histories and reports on all pertinent social and environmental information; attends conferences and staff meetings for the purpose of discussing individual cases and for cooperative planning of treatment programs and improved services; refers individuals and/or families to other community resources; aids in the improvement of personal adjustment, social conditions and environmental factors in an effort to help the individual and/or family; prepares correspondence; dictates and maintains case records and other documents, interprets agency policies and procedures; maintains cooperative working relationships with welfare and community agencies or institutions.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: a practical working knowledge of the principles, methods and techniques of social work; knowledge of various social, psychological, economic, and emotional factors influencing the behavior and attitudes of individuals; ability to collect, evaluate and interpret facts and recommend courses of action; analyze situations and people accurately and implement approved course of action; ability to maintain an objective and emotionally stable attitude in meeting distressing situations presented by individuals and/or families.

This is an amendment to the class specifications for the Social Service Aid and Assistant Series, 3.072 – 3.077, approved on November 18, 1968.

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