

Human Services Program Support Technician

DESCRIPTION OF WORK: This class performs a wide variety of paraprofessional tasks in support of the treatment, education, socialization, habilitation, recovery/healing, and personal care of individuals. They assist individuals to meet their educational, socialization, family life, recreational and nutritional needs while ensuring a nurturing, caring, safe and supportive environment. Positions may be responsible for participating in team meetings and documenting individuals' responses to goals, treatment and/or rehabilitation programs. Positions with coordination responsibilities involve planning program services/activities, monitoring, evaluating, and modifying program activities; and developing resources.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Knowledge – Technical:** Basic knowledge of the populations served and their needs. Skill in observing, recording and evaluating behaviors among the population served.
- **Communication and Teamwork:** Ability to effectively demonstrate and explain information to clients under close supervision. Ability to perform basic housekeeping and assist in meal set-up and feeding of clients. Ability to participate in the treatment team process.
- **Interpersonal Skills:** Ability to relate positively and calmly to clients. Ability to communicate and demonstrate specific behavioral concepts and techniques.
- **Advocacy Skills:** Ability to assess adaptive, developmental and social behavioral levels of clients referred for their current functioning level.

JOURNEY

- **Knowledge – Technical:** Basic knowledge of appropriate behavior modification techniques. Working knowledge of available community services. Working knowledge of the needs of the population served. Knowledge of appropriate protocols for medication administration when required.
- **Communication and Teamwork:** Ability to effectively convey information to clients and others, under general supervision. Ability to make clear and concise notes of client progress and behaviors. Ability to convey information clearly to family members and treatment team members.
- **Interpersonal Skills:** Ability to relate positively to clients, families and professional staff.
- **Advocacy Skills:** Ability to follow-up on services being provided to the clients to assure needs are being met. Ability to provide and implement some of the services needed.

ADVANCED

- **Knowledge – Technical:** Working knowledge of appropriate behavior modification techniques. Full knowledge of the needs of the population served. Ability to lead work teams and mentor other paraprofessional staff.
- **Communication and Teamwork:** Ability to effectively convey information to clients and others, under minimal supervision. Ability to provide leadership and instruction to other staff.
- **Interpersonal Skills:** Ability to relate positively in a crisis situation and in dealing with more complex cases. Ability to work with a variety of professionals representing various disciplines related to the client's specific needs.
- **Advocacy Skills:** Ability to identify client needs in more complex cases and to recommend appropriate services required to meet those needs.

MINIMUM TRAINING AND EXPERIENCE: Demonstrated possession of competencies required for the class.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.