

COMMUNITY SOCIAL SERVICES ASSISTANT

Positions in this class work with the elderly, disabled and/or families with dependent children in local departments of Social Services to provide training the household management, personal care, and community living skills. Work involves: demonstrating, accompanying, and working along side clients to show them how to manage money, select and prepare nutritious and inexpensive meals, care for the family and/or the family's personal health and cleanliness; discussing basic child reading practices and discipline techniques; taking clients to medical, social, and educational resources to assure they receive services; assist them occasionally in locating housing or job placements and working out details of furnishings, transportation, or day care as needed; occasionally leading recreational activities, may conduct group classes in sewing, cooking, etc. when several clients are identified with similar needs.

I. DIFFICULTY OF WORK:

Complexity - Work assignments are routinely in the three functional areas of home management, community services liaison, and transportation but specific assignments vary with each client's needs. The primary areas of involvement are demonstration/training in housekeeping, budgeting, food selection and preparation, sewing, and personal health and cleanliness. Transportation may be required from 1/4 to 1/2 of the time to escort clients to doctors, stores, schools, etc. Employees may be required to provide limited direct in-home services in crisis situations. Occasional involvement in housing and/or job placement may be required.

Guidelines - Referrals are written on each client, by a social worker, stating the service(s) area(s) a client needs. Instructions are clear. Employees would check with the social worker or supervisor before adding services.

II. RESPONSIBILITY:

Consequence of Action - Clients worked with are usually not motivated and they often live in unsafe conditions. Services provided aid in improving conditions for the individual and/or the family.

Accountability - Employees work with clients in lower socio-economic groups and coordinate services with various community resources (medical, social, housing, etc.). By the information given out and the ultimate success with clients their actions present an on-going image of the agency to the public. The supervisor or social worker commits resources.

Review - Reports are filled out daily on the services provided each client, which are reviewed as often as every other day. The social worker or supervisor occasionally accompanies employee.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Clients have various handicaps (such as senility, retardation, mental illness) that create limitations on comprehension, plus the environment they come from creates fears of stereotypes in accepting services. Creativity is required to improvise and communicate the use of readily available, ordinary products in home management, due to limited resources of the client.

Purpose - Varies from sharing information, explaining a problem to a doctor, druggist, retail salesman, etc., for clarification, to reporting observations of conditions employee judges would be useful to the social workers. Encouragement is required to motivate some clients.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Employees work with these clients who often live in extremely poor neighborhoods where conveniences are not always present, and/or clients are unable or do not know how to even keep the home clean.

Personal Hazards - Clients can often be verbally abusive and threaten an employee, but harm is unlikely.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Basic knowledge of the social, economic, and environmental conditions of clients to be served; working knowledge of basic household tasks and management functions and ability to teach to 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 reports of activities; ability to exercise good judgment in appraising situations; ability to verbally communicate findings.

Minimum Training and Experience - Demonstrated possession of knowledges, skills, and abilities gained through at least one year of experience in performing tasks similar to the ones assigned.

Administering the Class - Graduates from a two-year associate degree program designed to prepare support personnel for the human services field may start at 15% above minimum. College graduates in home economics, psychology, child and family, sociology or social work may start at 15% above minimum. Applicants with two or more years of college and one year of the above experience start at 5% above minimum.

Special Condition for Continued Employment - If applicable, registration as a Nurse Aide by the North Carolina Board of Nursing within four months of employment.