

## **SOCIAL SERVICES CLIENT ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized social services work that involves responsibility for performing a variety of client support activities including but not limited to reviewing and evaluating eligibility for programs and services and ensuring placement in programs, as appropriate. The specific duties will depend on the area of assignment. The work is performed under the direct supervision of a professional or technical employee, depending on the area of assignment, and in accordance with New York State guidelines, regulations, and departmental policies and procedures. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Gathers information from applicants, reviews documents for completeness and accuracy, evaluates resources, and provides preliminary determinations regarding eligibility;

Interviews clients and their families, as needed, in order to identify needs, determine appropriate placements in programs, and assess progress;

Makes referrals to community resources, programs, etc., and contacts service providers to facilitate smooth transitions into programs;

Provides routine guidance and assistance to clients in order to ensure their understanding of programs, service, and requirements, and to facilitate cooperation and participation in programs;

Assists in planning, organizing, and implementing special projects by gathering and organizing information, making recommendations regarding procedures, developing or revising forms, initiating contacts with outside agencies and community agencies, etc.;

Identifies, contacts, and gathers information regarding public/community and private resources and evaluates their potential for meeting the needs of clients;

Prepares a variety of reports, as assigned;

Uses computer applications or other automated systems such as spreadsheets, word processing, database software, etc. in performing work assignments;

May speak to individuals, groups and organizations about available services and programs;

May make home visits, as needed.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of Federal, New York State, and local social services laws, regulations, and programs, especially as they affect eligibility for various Department of Social Services programs, including financial assistance\*; working knowledge of Rockland County public and private programs and resources\*; ability to collect and organize basic data; ability to maintain a variety of records and prepare reports; ability to communicate effectively both orally and in writing; ability to establish and maintain cooperative relationships with others; ability to use computer applications such as spreadsheets, word processing, email and database software\*; ability to conduct basic interviews in order to gather information.

(over)

**MINIMUM QUALIFICATIONS:**

1. An Associate's degree or higher and two (2) years of work experience that substantially involved the provision of services to individuals or clients in a human services setting<sup>\*\*</sup>; or
2. Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience that substantially involved the provisions of services to individuals or clients in a human services setting<sup>\*\*</sup>.
3. An equivalent combination of education and experience as described in (1) and (2), above.

\*To be demonstrated during the probationary period.

<sup>\*\*</sup>Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special need children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of the human services provider in interacting with or responding to clients.