

HUMAN SERVICES AIDE

Definition:

Under supervision, to assist professional staff in providing direct services to program clients and performing routine paperwork.

Distinguishing Characteristics

This classification lessens routine duties for professional staff by providing direct supportive services to clients and handling paperwork. Incumbents function as mandated reporters, and are trained to observe for indicators of abuse.

Essential Functions:

- Consults assigned professional staff member for instruction, and to report any unusual findings.
- Supervises routine, court ordered parental/child visits.
- Transports clients for medical appointments, court appearances, placement hearings, visitation, employment interviews and other reasons.
- Transports, labels and stores client's property.
- Provides instruction in household management, including budgeting, nutrition, food preparation and housecleaning.
- Demonstrates effective parenting skills.
- Locates suitable affordable housing, independent providers for In-Home Supportive Services, and child care providers.
- Performs direct supportive services such as shopping for food and clothing, cleaning, laundering, running errands, etc.
- Monitors services provided by independent providers and reviews time records.
- Obtains and processes urine samples for court-ordered drug tests.
- Reports signs of abuse according to departmental protocol.
- May testify in court.
- Assists clients in preparing resumes and selecting suitable work clothing.
- Instructs clients how to use a computerized data bank to locate job leads.
- Handles routine paperwork; completes forms for clients.
- Documents services provided; prepares written reports.
- Uses an automated system to input and retrieve information.
- Assists clients in preparing for driving tests and attaining drivers licenses.
- Performs other related duties as assigned.

Employment Standards:

Completion of 30 semester units of college coursework, including courses in the social or behavioral sciences, OR any equivalent combination of training and experience.

A valid California Class C driver's license is required upon appointment.

Knowledge of: Basic standards and procedures of housekeeping and laundering including methods, materials, and equipment used; principles of nutrition, meal planning and proper food preparation techniques; household organization and management; household budgeting; principles and methods of child care; effective parenting skills; child, adolescent and adult growth and development; care of the elderly and disabled; indicators of abuse; basic job search skills.

Ability to: Follow oral and written instructions; communicate effectively orally and in writing; communicate effectively with persons from a variety of social, cultural and economic backgrounds; work effectively with children and adults in crisis situations; work effectively with physically and/or mentally handicapped persons; recognize signs of abuse and report abuse according to departmental protocol; use an automated system to input and retrieve information; and respect confidentiality.