

Department:	Social Services	Pay Grade:	14
Reports To:	Social Services Supervisor or Eligibility Supervisor	FLSA Status:	Non-Exempt
Last Revised:	11/2009	Last Reviewed:	11/2009

GENERAL STATEMENT OF DUTIES

Performs responsible administrative and human support work. Provides direct service to agency clients in either the eligibility or social work units or in a specialty area. Performs other duties as assigned.

ESSENTIAL JOB FUNCTIONS

- Provides direct service to client, including transportation.
- Gathers statistical data to prepare reports
- Assists clients in completing forms
- Posts information to records and forms
- Serves as a liaison with neighborhood groups
- Assists eligibility workers, social workers, day care teachers, group home parents
- Screens and schedules applicants for benefit programs

NON-ESSENTIAL JOB FUNCTIONS

- Enters statistical data for workers

POSITION REQUIREMENTS/PREFERENCES

Education	<u>Required:</u> High School diploma or equivalent <u>Preferred:</u> Courses or training in the Human Services field
Experience	<u>Required:</u> Some experience in Human Services field
Certifications/ Licenses	<u>Required:</u> Valid Virginia driver's license with good driving record.
Knowledge, Skills and Abilities	<ul style="list-style-type: none">▪ Ability to perform basic mathematics▪ Ability to give oral and written instructions when explaining policy▪ Ability to assist others in activities of daily living and recognize basic needs of clients▪ Ability to plan, organize and prioritize own work schedule▪ Ability to establish and maintain working relationships with clients, professionals, co-workers and the public▪ Ability to write using correct spelling and basic grammar and to compile, organize and post data from records, reports and other sources using the appropriate format• Skill in the use of personal computer hardware and software

Additional Requirements Subject to a complete criminal history background search with acceptable results. Must also be able to perform the job as described in the Physical and Environmental Demands section of this job description

Supervisory Responsibilities None

OVERALL PHYSICAL STRENGTH DEMAND (check one only)

LIGHT Lift and/or exert force up to 20 lbs. occasionally, 10 lbs frequently, or insignificant amounts constantly OR requires walking or standing to a significant degree.

PHYSICAL DEMANDS

C = Continuously 5.5 to 8+ hours daily	F = Frequently 2.5 to 5.5 hours daily	O = Occasionally Up to 2.5 hours daily	R = Rarely Less than 1 hour per week	N = Never Never occurs
Code	Physical Demand	Code	Physical Demand	
F	Standing	C	Sitting	
F	Walking	O	Lifting	
O	Carrying	O	Pushing/Pulling	
O	Reaching	C	Handling	
F	Fine Dexterity	R	Kneeling	
R	Crouching	R	Crawling	
O	Bending	R	Twisting	
R	Climbing	F	Balancing	
C	Vision (Correction Required)	C	Hearing	
C	Talking	O	Foot Controls (driving, operation of equip, etc.)	

ENVIRONMENTAL FACTORS

D = Daily W = Several Times Per Week M = Several Times Per Month S = Seasonally R - Rarely N = Never

Code	Health and Safety	Code	Environmental Factors
N	Mechanical Hazards	R	Dirt and Dust
N	Chemical Hazards	N	Extreme Temperatures
N	Electrical Hazards	R	Noise and Vibration
N	Fire Hazards	R	Fumes and Odors
N	Explosives	R	Wetness/Humidity
R	Communicable Diseases	R	Darkness or Poor Lighting
R	Physical Danger or Abuse		Other (specify)

PRIMARY WORK LOCATION

Office Environment

MACHINES, TOOLS, EQUIPMENT, WORK AIDS

Personal computer, fax machine, calculator, phone

PROTECTIVE EQUIPMENT REQUIRED

none