

CASE AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing administrative support services to assist higher level staff in the implementation of programs and the delivery of service to clients. The incumbent performs clerical work and related office duties, research on cases, and has contact with providers, clients, and members of the public. The work is performed under the direct supervision of a Caseworker. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists Caseworkers in carrying out service plans for clients;
Assists clients in completing necessary forms and in obtaining eligibility information, such as proof of births, deaths, and marriages;
Prepares progress notes and other documentation related to services or contact with clients and families;
Accompanies Caseworkers on home visits and follow-up with clients as necessary;
Reviews existing case records for available information to use in formulating a plan of treatment;
Assists clients in areas of housing, employment school attendance, childcare, transportation and money management;
Performs various clerical duties and related office tasks;
Assists in communication between agency, client, and the community.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of community resources and organizations;
Working knowledge of federal and state social service laws;
Working knowledge of state and local social service programs;
Ability to establish and maintain effective and cooperative relationships with clients, agency staff, and the general public;
Ability to communicate effectively both orally and in writing;
Ability to organize and maintain accurate records and files;
Ability to interpret and follow written and oral instructions;
Ability to perform close, detailed work involving considerable visual effort and strain;
Ability to prepare accurate reports;
Ability to operate a variety of office equipment;
Good powers of observation and perception;
Courtesy; Tact.

MINIMUM QUALIFICATIONS: Graduation from high-school or possession of an equivalency.