



CLASSIFICATION NO. 187

Established: 7/96

Revised: 11/22

FLSA: Non-Exempt

EEO: 5

## **HUMAN SERVICES ASSISTANT**

### **CLASS CHARACTERISTICS**

Under general supervision, to perform journey level paraprofessional, administrative functions of a professional or technical field; to provide program support to professional staff through field assignments, client interviewing, review of program eligibility, client and victim advocacy, compliance monitoring, case recordkeeping; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Human Services Assistant is used within the Department of Human Services and other departments to support community service programs and projects that provide services to individuals with social, economic, mental and/or physical disadvantages, victims of crime, or those who require supervision within the legal and correctional system.

The Human Services Assistant is responsible for providing program support of a journey level paraprofessional nature. Incumbents coordinate advanced record keeping systems, client outreach and education, and provide client counseling within program guidelines. Incumbents apply limited techniques, knowledge and skills of a professional or technical field to assist in administration of program services. Work is performed under minimal supervision within the policies, procedures and guidelines of the program.

The Human Services Assistant differs from the Program Aide 2 which focuses on communicating and interpreting program policies and procedures and maintaining record keeping system, has less in-person contact with clients or providers and does not often work independently in field situations. It differs from the Human Services Coordinator 1 which coordinates the operational activities of a human services program, including assisting in program planning and evaluation and leading the work of assigned staff and volunteers. It also differs from the Case Manager Aide which performs limited casework, client advocacy and works under direction of a case manager to receive training in higher level case management.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Reviews client cases for participation and compliance with program requirements; audits client files, verifies client information through phone calls and computer checks; provides information to clients on program options; initiates established actions with client by phone, mail or in person; researches and resolves standard problems; investigates unusual problems and recommends appropriate action to professional staff.
2. Acts as advocate for clients and/or victims; coordinates outreach activities; recruits clients through field visits; develops methods and materials to break down barriers and make services more accessible; develops cooperative ventures with other service providers to

enhance services; assists victims with restraining order applications, protective stalking orders and personal safety plans; accompanies victims to diversion hearings and court proceedings.

3. Provides information and education to individuals and groups on human services issues, program policy or services; develops training materials and delivers public presentations and educational workshops on issues served by the program; makes interpretations regarding program policies and procedures; provides limited counseling assistance to clients, victims, and the public.
4. Conducts interviews with clients, victims or public to obtain information and provide limited assessments, services or referrals; provides specific information to clients, victims, agencies, court personnel and others regarding client or victim status and program requirements; responds to client or victim requests for information or services.
5. Prepares records, correspondence, reports of findings and recommendations associated with program responsibility; maintains detailed notes and records on case actions and/or program activities; analyzes and interprets documents and records; determines appropriate action or refers to professional staff; develops materials to aid clients and victims understanding of program resources.
6. Conducts surveys regarding program services; designs and prepares data collection tools such as questionnaires, letters of inquiry and phone surveys; collects, enters or directs the collection of data through program surveys, personal interviews and researching source documents; consolidates and performs statistical analysis of data; prepares program reports and statistics to assist professional staff or agencies in evaluation and monitoring of client and program compliance and performance.
7. May act as a liaison between individuals, the department, other agencies and staff, or between victims and law enforcement agencies; may serve on committees as a County representative; may lead the work of assigned administrative support staff, other paraprofessional staff and volunteers.

Duties within the District Attorney's Office and the Sheriff's Office also include:

8. Provides crisis intervention and advocacy to victims and their support systems; responds to call outs with law enforcement agencies; attends meetings, training and classes for the purpose of remaining current with victim issues, trends and resources.

### **REQUIRED KNOWLEDGE AND SKILLS**

Working knowledge of: Principles and techniques in specific area or field relevant to assigned program; human service agency services associated with assigned area; advanced record keeping procedures and techniques; regulations and ethics associated with program responsibility and confidentiality; techniques of supervision; problems and issues of disadvantaged persons or victims; principles of cultural sensitivity; community resources for clients or victims; basic math; English grammar and composition; principles and techniques of public relations and interpersonal communications; data collection and analysis procedures and methodology; program evaluation; office equipment including personal computers and software programs.

Skill to: Work independently; effectively organize work; lead the work of others; follow written and verbal directions; communicate effectively, both orally and in writing with staff, clients or victims and their support systems, and the public; relate to a wide variety of people of varying ages, socioeconomic backgrounds and needs; apply concepts of cultural sensitivity; maintain records; exercise independent judgment and make decisions within established policies and procedures; develop and conduct trainings and presentations; prepare and present effective written and verbal reports; operate computer software and other office equipment; utilize own ideas to maximize program resources; develop and maintain effective working relationships within the community, law enforcement personnel, with other staff and clients; perform multiple tasks simultaneously.

### **WORKING CONDITIONS**

Some positions may involve exposure to bodily fluids and routine contact with individuals who have communicable diseases. Some positions may involve frequent exposure to hostile and/or disturbed clients.

Some positions require working evenings and weekends.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check; Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check.

Some positions require a pre-employment drug test. All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

### **POST-EMPLOYMENT REQUIREMENTS**

Some positions require possession of Law Enforcement Data System (LEDS) certification within six (6) months of hire.