



CLASSIFICATION NO. 184  
Established: 2/82  
Revised: 7/96, 8/05  
FLSA: Non-Exempt  
EEO: 6

## **PROGRAM AIDE 1**

### **CLASS CHARACTERISTICS**

Under supervision, to perform various basic, routine record keeping and information gathering tasks; to assist clients, the general public or higher level professional staff by providing basic program support, and public activities and events; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Program Aide 1 is used within the Department of Human Services and other departments to provide support to professionals in community service programs and projects that provide services to individuals with social, economic, mental or physical disadvantages or who require supervision within the correctional system.

The Program Aide 1 provides routine, basic program support. Incumbents assist with providing client services by maintaining program records, and communicating basic program policies and procedures. Some positions may provide transportation to clients. Some positions may provide support for food preparation, catering and maintenance of equipment.

The Program Aide 1 differs from the Program Aide 2 which performs and maintains general recordkeeping systems and interprets program policies and procedures with less supervision. It also differs from the Human Services Assistant which provides advanced paraprofessional support with minimal supervision and counseling and other services to clients in field situations.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Collects and records program information; keeps basic program statistics to assist program coordinators with assessment of program services; performs data entry and retrieval; writes simple correspondence; balances cash draw receipts, completes deposit slips and delivers to County finance.
2. Provides information about program services; processes requests for service within established guidelines; explains basic program requirements and standard policies and procedures.
3. Provides or coordinates services for client transportation or other public activities; observes and communicates concerns to professional staff regarding behavior or physical abilities of clients; stocks, cleans and maintains program equipment and materials as needed.

4. Assists in organizing program activities for clients or recognition events for volunteers; solicits donations from community businesses and service groups; leads the work of volunteers, clients and temporary staff in performing specific or basic tasks.
5. Provides customer service and food support functions; prepares food and drinks; processes catering orders and deliveries; purchases equipment and supplies; develops basic operations for daily tasks.

### **REQUIRED KNOWLEDGE AND SKILLS**

Some knowledge of: Techniques and procedures used in gathering and transmitting information in both written and verbal form; basic math; English grammar and composition; basic record keeping procedures and techniques; interpersonal communication principles and techniques; regulations and ethics governing the issues of confidentiality; regulations, policies, services and mission of specific program assignments; office procedures, practices and equipment, including computer keyboard operations; principles of cultural sensitivity; problems and issues of disadvantaged persons; community resources for program clients; office equipment including personal computers and software programs; food handling regulations per State and County requirements for food support positions.

Skill to: Effectively organize work and follow both written and verbal directions; operate office or specialized equipment related to program area; communicate effectively, both orally and in writing with staff, provide customer service to the general public and clients; relate to a wide variety of people of varying ages, cultural, socioeconomic backgrounds and needs; maintain records, perform basic data entry and retrieval, word processing and filing tasks; establish and maintain effective working relationships with clients, their families, service providers, other employees and the general public; work effectively as a team member to provide services to clients and the public.

### **WORKING CONDITIONS**

Incumbents may work with varied socio-economic groups, disabled populations, young or elderly clients who are frequently experiencing stress.

Some positions are required to work evenings and weekends as necessary.

### **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:** None required.

#### **Licenses/Certifications:**

The following licensure/certifications are required at the time of hire.

- Some positions require a Food Handlers Card.

## **PRE-EMPLOYMENT REQUIREMENTS**

Some positions must successfully pass a criminal history check which may include national or state fingerprint records check.

Some positions must pass 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.

Some positions are required to drive a van with a trailer.

## **OTHER INFORMATION**

The Program Aide 1 is part of a promotional career path. Incumbents in the Program Aide 1 classification may be promoted to open positions in the Program Aide 2 classification upon completion of an approved training and development plan. Possession of the required knowledge, skills and abilities at the higher level must be documented in an approved promotional appraisal form.