



CLASSIFICATION NO. 185

Established: 2/82

Revised: 7/96

FLSA: Non-Exempt

EEO: 5

PROGRAM AIDE 2

CLASS CHARACTERISTICS

Under general supervision, to perform various record keeping and information gathering tasks; to apply limited techniques and skills of a professional or technical field to assist clients, the general public or higher level professional staff in providing program services; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Program Aide 2 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 2 provides entry level paraprofessional program support. Incumbents provide client services by establishing and maintaining record keeping procedures and communicating and interpreting program policies and procedures to clients and other human services staff.

The Program Aide 2 differs from the Program Aide 1 which performs routine, basic record keeping tasks, receives more direct supervision, and communicates basic program policies and procedures to clients. The Program Aide 2 also differs from the Human Services Assistant which provides advanced paraprofessional support with minimal supervision and counseling and other services to clients through interviews and field assignments.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Develops and maintains program record keeping systems; builds and maintains data bases; provides evaluation of program statistics for program coordinator; coordinates client billing and service provider payments; writes correspondence and reports.
2. Provides information about program services; processes requests for service; reviews and processes program applications; explains and interprets program requirements, policies and procedures; researches and makes recommendations to professional staff for resolution of problem situations.
3. Coordinates registration for orientation and training programs for service providers and other human services staff; tracks attendance and registration fees; coordinates assembly

of training materials; Assists in organizing group activities for clients or recognition events for volunteers; solicits donations from community businesses and service groups.

4. Leads the work of volunteer staff; schedules, trains and oversees the work of volunteers; assists in volunteer recruitment; may lead the work of lower level paraprofessional and clerical support staff.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Techniques and procedures used in gathering, evaluating and transmitting information in both written and verbal form; basic math; English grammar and composition; record keeping procedures and techniques; interpersonal and public relations 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 personal computers and related software; community resources for clients; problems and issues of disadvantaged persons; principles of cultural sensitivity.

Skill to: Effectively organize work; follow both written and verbal directions; develop and maintain moderately complex record keeping and billing systems; provide services to clients, service providers and the general public in an effective manner; communicate effectively, both orally and in writing with staff, the general public, service providers, and clients; relate to a wide variety of people of varying ages, cultural, socioeconomic backgrounds and needs; work effectively as a team member to provide services to clients and the public; establish and maintain effective working relationship with clients, their families, service providers, other employees, and the general public.

WORKING CONDITIONS

Incumbents work with varied socio-economic groups, 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: 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

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.