Human Services Assistant

Job Code	Job Title	Pay Grade
8160D2	Human Services Assistant	22

CONCEPT:
This is support work assisting in the delivery of social services. Work includes providing supervision of family activities, assisting in accessing community services, making referrals for services and monitoring to assure services are received, arranging for or providing transportation to medical and social service appointments, and/or providing life skills training. Work may also involve explaining eligibility requirements, gathering and verifying information, charting medical records, scheduling medical appointments, ordering health care supplies, or determining eligibility in a single program according to a prescribed formula.

TASKS:

- Performs work as outlined in case plan which may include such duties as teaching, role modeling and demonstrating home management/homemaking skill, communication, child discipline and boundary setting. Prepares written assessments and recommendations to supervisors concerning cases and their priority.
- Gathers information to determine/redetermine eligibility and/or payment schedule on routine single program cases according to a prescribed formula; reviews and completes reports on client income; records and tracks records of services authorized and received; completes reviews and/or changes in client status and/or family eligibility; and completes and processes paperwork necessary to establish and maintain payment and service information systems.
- Works directly with clients and service providers in providing transportation, and arranges and supervises family activities. Seeks out community resources to assist families in keeping children in their own home; schedules and documents case reviews, and participates in team meetings.
- Provides information and explains agency programs to applicants and other interested persons; explains eligibility requirements, the application process, and agency/client responsibility.
- Assists applicants in gathering and collecting information necessary to apply for or continue participation in agency programs; verifies information presented by applicants and providers; obtains collateral information necessary to assure comprehensive case histories.
- Gathers information on clients or residents to assist in the design and development of behavioral modification programs; explains programs to residents or patients; implements programs under professional direction; collects data on results for use in determining progress toward goals and program adequacy.
- Documents and maintains client files of services provided and progress toward goals. Participates in program evaluation meetings with professional staff and compiles data and information to assist in the preparation of plans and reports. Formulates and presents oral and written reports. May present oral testimony in legal proceedings.
- Uses local employment office files to locate and contact applicants who have not received complete services to assure that necessary employment services are provided.
- Provides in-service training to volunteers, or other non-professional staff who are working with residents or clients.
- Facilitates group orientations of work program participants, conducts tests and screening evaluations; scores tests and makes referrals as needed for further evaluation and services.
- Receives reports of suspected child or adult abuse; elicits information; conducts follow up inquiries; researches records to supplement/validate information; may provide crisis intervention; prepares detailed written account in accordance with agency policy so that appropriate screening decision is made; refers completed account to appropriate person.

- Gathers medical history information to determine individual needs, schedules routine medical appointments and diagnostic testing, transcribe information to necessary medical forms utilizing medical terminology.
- Completes hearing and vision screenings and necessary follow-up medical appointments. Assists with and handle blood draws required for lab work and DNA testing, completing necessary medical paperwork and submit DNA samples to Kansas Bureau of Investigation.

LEVELS OF WORK

- Class Group consists of one class.

Minimum Requirements:

High School diploma or equivalent.

REF: 12/13
REV: 6/23
REV: 6./24