

CLASS SPECIFICATION FOR
Human Services Assistant

GENERAL STATEMENT OF DUTIES: Provides technical, administrative and customer service support to Human Services Specialists and Senior Human Services Specialists in the paperwork and process of determining eligibility of applicants for assistance; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The employee in this class performs a variety of routine technical, administrative and customer service support functions related to the determination of eligibility of individuals and families for financial assistance, medical assistance, child care, VIEW, as well as food stamp or other programs involving financial eligibility. Work is performed under the close direct supervision of a Human Services Supervisor under the lead of a Human Services Specialist or Senior Human Services Specialist, and is done in accordance with established policies and procedures. This class is distinguished from general clerical classes by the more technical and consequential aspects of the work assigned it, and from the Human Services Specialist by the more routine and repetitive nature of the work it performs and the closer supervision/direction it receives. The incumbent trains to become familiar with agency standards, policies and functions but defers final decisions and resolution of difficult or complex problems to a Specialist or to the Human Services Supervisor.

EXAMPLES OF WORK (illustrative only):

- Assists applicants in completing forms;
- Posts information to forms;
- Verifies information through collateral contacts;
- Screens and reviews applications used to determine eligibility;
- Provide information on policies, procedures, services and application requirements to other employees, child care vendors, agencies and the public;
- Explains temporary nature of assistance and determines reason and need for assistance;
- Communicates need to become self-sufficient and independent;
- Keys information into agency's computer/automated systems and pulls reports as needed and as directed;
- Explains fundamental policy applications to client;
- Coordinate with child care providers and communicate policies related to payment and reporting;
- Create reports listing approved DSS child care vendors by licensing status, county or zip code;
- Receive, process and/or make adjustments to bills or invoices;
- Prepares case records and written recommendations pertaining to cases assigned;
- Maintains records, prepares reports and performs other necessary duties as required;
- Assist with fraud investigation activities by providing child care files and necessary information;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Understanding of basic human needs and of individual differences; knowledge of interviewing techniques and skill in interviewing and eliciting needed information from clients; ability to comprehend, interpret, apply and communicate policies and regulations; ability to follow instructions; skill in scheduling and managing workload to meet deadlines; good knowledge of and proven skill in the use of a personal computer and the ability to learn and effectively use agency's systems and software; proven customer service skills and the ability to establish and maintain effective working relationships with applicants and recipients, associates and the public; ability to express self tactfully, clearly and positively; ability to plan and execute work effectively; good organizational skills; ability to multi-task while maintaining the integrity of time sensitive documents, many of which must meet generally accepted accounting standards; ability to exercise good judgment, tact and resourcefulness in meeting problems and situations; ability to effectively apply acquired knowledge of human behavior and social functioning; ability to make mathematical computations; ability to gather facts and to report them accurately; ability to read, understand and interpret complex public assistance policies and regulations; ability to communicate and advocate the philosophy and principles of self-sufficiency and the particulars of Welfare Reform to clients and to the public.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and four (4) years of related administrative support/customer service work experience, preferably including at least one (1) year in a human services or related environment; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.