



CLASS SPECIFICATION FOR:  
**Family Services Aide**

**General Statement of Duties:**

Provides a variety of routine program support services for the Social Services Department; does related work as required.

**Distinguishing Features of Class:**

This is routine social services program support work in assisting Social Services clients in obtaining services. Detailed instructions are given on new assignments. Once trained, the incumbent is expected to work independently from more general instructions. This class may also assume responsibility for designated or routine procedures.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Transports adults and children to clinics, hospitals, doctors, and to shopping and recreational facilities;
- Helps clients use facilities and reports on any difficult problems concerning utilization of medical services;
- Assists clients in finding more adequate housing;
- Aids clients in finding reasonably priced household furniture and equipment, if need is indicated;
- Transports parents for consultation with school personnel;
- Goes with clients to employment agencies or to job interviews;
- Transports clients to and from group meetings if agencies hold such meetings;
- Takes children shopping for clothes;
- Assists workers with office paperwork such as obtaining necessary verifications and arranging appointments;
- Makes reports to supervisor of work done and problems encountered;
- May participate in case conferences when appropriate;
- May complete forms, file, act as receptionist, etc.;
- Performs related work as assigned.

**Required Knowledge, Skills and Abilities:**

Some knowledge of homemaking; some knowledge of use of resources such as hospitals, clinics and employment services; some knowledge of community facilities such as shopping areas, housing, parks and recreational opportunities; some knowledge of everyday needs and problems of different client groups; ability to establish and maintain effective working relationships with children and adults, co-workers, and the public; ability to carry out tasks according to plans; ability to perform routine office duties such as filing, answering the phone, and completing forms; ability to accurately perform basic mathematical calculations.

**Minimum Education and Experience:**

Education: Graduation from high school, preferably including some clerical training;

Experience: --

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Possession of valid driver's license issued by the State of Virginia.

G.E.R.0025

Career Code:

Date of last Revision: 21-Feb-2013