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**HUMAN SERVICE AIDE**

**SCOPE OF WORK:**

Work activities involve performing administrative, clerical, and related activities in support of human service treatment and assistance programs.

**DUTIES PERFORMED AT ALL LEVELS:**

- Provide information and assistance to clients during the application process.
- Gather technical information regarding client service needs.
- Assist social worker in coordinating referral of services for clients.
- Schedule, obtain, coordinate, or provide services to clients within limitations approved by authorized personnel.
- Observe client activities and document information as required.
- Prepare related reports, correspondence, and other administrative data; perform client data input and retrieval.
- Provide case management information to committees, courts, or interagency meetings; testify in court as required.
- May observe and supervise visits between foster children and natural parents and/or extended family.
- May require operation of transport vehicles for safe transportation of clients; accompany clients to service providers; assist in preparation of transportation schedules.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**HUMAN SERVICE AIDE I**

4401

GRADE C

**LEVEL DEFINITION:**

Positions at this level primarily provide transportation services for clients, supervise visitations, and assist social workers with clerical and administrative functions.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- None.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED. Some positions may require a valid driver's license or the ability to provide their own transportation.

**HUMAN SERVICE AIDE II**  
GRADE E

4402

LEVEL DEFINITION:

Work activities at this level include a broader scope of client assistance and clerical and secretarial support tasks related to human service treatment and assistance programs.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Develop a close professional relationship with clients and provide assistance in achieving basic training and employment goals.
- Coach and assist clients in completing required activities such as studying for GED, Drivers License test, required activities of Employment Development Plan, etc.
- Transport or assist client in using transportation resources.
- Assist with assessment for services; make referrals to appropriate personnel.
- Review applications for program services; determine eligibility and notify clients.
- Communicate client progress to appropriate entities; assist with goal setting.
- Provide encouragement and support to aid clients in identifying potential jobs; follow up after job placement to assure employment success.
- Provide clerical, reception, and secretarial support to agency and social work staff.
- Serve on various agency and community committees and projects; make public presentations on services and programs as needed.
- Maintain files, case management documents, and records according to agency standards.
- May perform program billing, process receipts/vouchers, prepare payroll and expenditure reports, and issue food stamps.
- May work with licensing day care providers; screen children for services
- May provide in-home services to families and individuals.
- May provide emergency/crisis services to clients after hours, during holidays, and on weekends.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and one year of work experience with special population groups such as the mentally ill, developmentally disabled, children and

adolescents, and patients/clients in a direct care facility such as a hospital, nursing home, group home, day care, or in a community/mental health setting. Some positions may require a valid driver's license or the ability to provide their own transportation. Two years of college coursework may substitute for the work experience requirement.

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Rev: 02/00 – Word processing conversion

Rev: 10/01 – Updated duties, minimum qualifications, and format

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