

CASE AIDE (Seasonal)

LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Non-Competitive
SALARY: To be determined
ADOPTED: 3/12/70; Revised 6/97, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is sub-professional case work which involves relieving Social Service staff of several different types of work or combinations of elementary training assignments relating to public assistance and care. Work is performed under the direct supervision of a professional Caseworker. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Conducts preliminary interviews with visitors to office;
- Makes field visits to recipients for verification;
- Computes the applicants' financial needs from social and economic data made available by the social worker and from agency's allowance schedules;
- Reviews existing case records for available information to use in formulating a plan of treatment;
- Interview applicants for assistance or care after an initial intake has been completed;
- Dictate case records and write letters and reports as required;
- Prepares budget slips showing composition of grants;
- Takes incoming calls for Unit and, where possible, secures necessary information;
- Transmits messages between recipients and social workers;
- As Intake Unit Aide and agency receptionist, secures identifying information, explains agency's standard requirements with respect to personal data and substantiating documents and arranges appointments with Intake Interviewer.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to deal effectively with others; good powers of observation and perception; ability to understand and follow instructions; tact and courtesy.

MINIMUM QUALIFICATIONS:

Completion of one year of a four year college or university course leading to a bachelor's degree.