

COMMUNITY SOCIAL SERVICE TECHNICIAN

General Definition of Work:

Performs intermediate advanced human support work assisting clients by training them in areas of household management and health care and community living skills; and transporting clients to assure they receive medical, social, and educational services although specific assignments vary with each client's needs. Work is performed under the regular supervision of a social work supervisor.

Essential Functions/Typical Tasks:

Transporting children to medical, social, and educational resources to assure they receive services; supervising visits between parents and children; making visits to family homes to determine needs, assist the family in setting goals for correction, motivate the family in reaching goals, and checking on progress; teaching families parenting and household management skills including but not limited to how to manage money, select & prepare inexpensive nutritional meals, care for the family's personal health and cleanliness; and maintaining records and confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Discusses basic parenting skills, child discipline techniques, basic care of handicapped children, and safety factors of the home.
- Provide children emotional support when dealing with changes in their environment.
- Reports and documents any information, observation of behavior, or interaction with children that may be helpful.
- Testifies in court to give testimony of observations.
- Completes forms for clients such as physical forms, school enrollment forms, free lunch forms, group home applications, and other related forms.
- Assists client in understanding medical orders/routines and encourages compliance.
- Prepares, maintains and submits reports of observations and time spent in provision of services as required.
- Attends case conferences and other meetings as assigned.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Basic knowledge of the social, economic, and environmental conditions of clients to be served. Working knowledge of basic household tasks and management functions and the ability to teach others. Working knowledge of and ability to enlist the aid of available community resources. Basic working knowledge of office equipment and computers and applicable software applications. Skill in basic reading, writing, and simple mathematics. Ability to drive an automobile and transport passengers in a safe manner; to prepare and maintain simple reports of activities; to exercise good judgment in appraising situations; to verbally communicate findings; to maintain confidentiality; to attend work regularly; and to establish and maintain effective working relationships with clients, associates, and the general public.

Education and Experience:

Requires an appropriately accredited associate's degree designed to prepare support personnel for human services and one year experience of similar instructional and community services tasks or graduation from high school and two years of experience of similar instructional and community services tasks. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is normally light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; some work may require the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing stairs for home visits, kneeling, standing and/or walking while interviewing various parties, reaching and fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing written or computer data, operation of office machines, and observing general surroundings and activities; the worker is subject to contact with irate clients and/or family members who may be hostile, resistant or violent; homes that may be poorly maintained or unsafe living conditions; travel in unsafe areas where the threat of violence is real or insolated areas where access to emergency services may be difficult. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Position is a safety-sensitive position as defined by the Drug Free Workplace Policy. Must be available to provide services to families and children within a time frame that meets state policy and law as well as provides the greatest protection to children. Position often requires after hours work.

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