

COMMUNITY SOCIAL SERVICES ASSISTANT

General Definition of Work:

Performs responsible human support work providing housekeeping and personal assistance to elderly residents. Work is performed under the regular supervision of a Social Work Supervisor.

Essential Functions/Typical Tasks:

Assisting older and/or handicapped adults with developing shopping lists identifying items for nutritious and inexpensive meals; assisting and educating clients with accessing community resources; providing transportation and assuring client attends medical other appointments and completes essential errands; completing essential errands for the client such as grocery shopping, clothing shopping, and pharmacy; delivering checks for payee clients and transporting client to cash checks; maintaining 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.)

- Receives referrals from social workers stating the services needed for client.
- Shares information with service providers (doctors, pharmacists) and assists client in explaining problems/issues.
- Discusses client's well being and living conditions with appropriate case manager or supervisor.
- Completes daily activity logs and sheets on services provided to client.
- Completes daily administrative tasks to include phone calls to clients, responding to voicemails, checking emails, travel sheets and timesheets.
- Attends training as required.
- Responsible for monitoring assigned County vehicle for maintenance.
- Performs related tasks as required including 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; some knowledge of basic personal health care methods; working knowledge of basic household tasks and management functions and ability to teach to others; working knowledge of and ability to enlist the aid of available community resources; skill in basic reading, writing, and simple mathematics; ability to establish rapport and relate to population served and a variety of service disciplines (social workers, doctors, teachers) and community businesses; ability to work with people from all socio-economic levels; ability to prepare and maintain simple reports of activities; ability to use computer and applicable software applications to complete daily reports, emails, and timesheets as required; ability to exercise good judgment in appraising situations; ability to verbally communicate findings; ability to practice sound hygiene and sanitation techniques; ability to establish and maintain effective working relationships with clients and associates; and ability to attend work regularly and maintain confidentiality.

Education and Experience:

Requires graduation from high school and demonstrated possession of knowledge, skills, and abilities gained through at least one year of experience in performing tasks similar to the ones assigned. An equivalent combination of education and experience may be accepted.

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 may require 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 or loudly; 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 and analyzing written or computer data, operation of office machines, determining accuracy, neatness, and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and/or family members; homes that may be poorly maintained or unsafe living conditions. 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. Possession of or ability to acquire CPR and first aid certification. Position is a safety-sensitive position as defined by the Drug Free Workplace Policy.