

**CASE AIDE**

**TOMPKINS COUNTY**

**Department** Social Services, Mental Health

**Classification** Competitive

**Labor Grade** H(8)

**Approved** October 5, 1982

**Revised** 7/17/86; 7/14/88; 5/21/91; 7/23/03; 7/17/06

**By** HH, commissioner of Personnel

**BBP Risk Factor** \_\_\_\_\_

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for a variety of nonprofessional functions in the Department of Social Services or Mental Health in support of staff in the implementation of programs and the delivery of service to clients. An incumbent provides basic outreach services such as home visits, assisting clients in obtaining personal needs such as housing and employment, providing transportation and assisting in completing necessary forms. Duties also include performance of clerical and related office tasks. The work is performed under direct supervision. Supervision over the work of others is not a function of employees in this class. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Provides information to individuals or groups concerning services offered by the Department, as well as other public and private agencies;
- Assists clients in completing necessary forms and in obtaining eligibility information, e.g., proof of births, deaths and marriages;
- Makes home visits to follow up on broken appointments or gather routine information;
- Assists clients in areas of housing, employment, school attendance, recreation, money management child care, transportation and escort;
- Transports children and adults to and from counseling appointments, transports foster children for visits with parents and supervises visits;
- Assists in communication between agency, client and the community;
- Assists individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions;
- Maintains tracking system(s) and schedules various routine activities, such as annual physicals for foster parents and service plan reviews;
- Answer telephones and takes written messages;
- Does occasional clerical work such as filing, assembling material or compiling data;
- Reviews cases with Caseworkers and supervisors to ensure that clients are receiving appropriate services;
- Reads and reviews computer forms and completes input documents for various systems; i.e. WMS, CCRS, SCRR;
- Performs computer inquiries to retrieve client information;
- Completes routine paperwork to open cases for services;
- Adds and deletes payment lines on Services Authorizations.

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## CASE AIDE (CONTINUED)

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of community resources and organizations;  
Working knowledge of federal and state social service laws;  
Working knowledge of state and local social service programs;  
Ability to establish and maintain cooperative and courteous relationships with clients, agency staff and the general public; ability to interpret department programs;  
Ability to interpret department programs, goals and eligibility requirements to others;  
Ability to understand and carry out oral and written instructions;  
Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;  
Ability to perform close, detail work involving considerable visual effort and strain;  
Ability to prepare brief accurate reports;  
Physical conditions commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS: EITHER:**

- (a) Possession of a high school diploma or equivalency diploma and two years of full-time paid (or the equivalent part-time and/or volunteer) experience involving substantial face-to-face public contact; **OR**
- (b) Three years of full-time paid (or the equivalent part-time and/or volunteer) experience involving substantial face-to-face public contact; **OR**
- (c) Any equivalent combination of training and experience.

### **SPECIAL REQUIREMENTS:**

- (a) Appointees will be required to possess a valid New York State Driver's License to operate a motor vehicle and maintain such license for the duration of employment.