

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

HUMAN SERVICES WORKER

DOT 195.367-010 SVP 3 (Case Aide)

DOT 195.367-018 SVP 6 (Community Worker)

DOT 195.367-034 SVP 6 (Social-Services Aide)

Job Description: Assists professional staff of public service organizations to develop, organize, conduct, advise, and/or monitor programs to meet emotional, cultural, economic, and social needs of the public. *Physical Demands* - Light lifting, carrying, or moving (up to 20 lbs); *Educational Development* - R4 M3 L4 (Community Worker & Social-Services Aide) R4 M3 L3 (Case Aide); *Aptitudes* - Average General Learning Ability, Verbal, Numerical, and Clerical Perception.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to interview clients to obtain, and accurately record, information required for intake. (IN, I, S)
2. Can demonstrate ability to confer with family members and appropriate community service personnel to compile information on clients' social, educational, criminal, institutional, or drug history, as needed. (IN, I, S)
3. Can demonstrate proper methods used to assess client needs and establish the eligibility of clients for organizational services. (IN, I, S)
4. Can demonstrate knowledge of community resources and other organizations for referral purposes. (IN, S)
5. Can demonstrate knowledge of case management, advocacy, crisis intervention, peer counseling, and supportive counseling techniques/procedures, appropriate to the needs of the organization's clientele. (R, I, S)
6. Can demonstrate ability to appropriately plan and organize *community* activities and services needed to meet social needs and problems. (IN, I, S)
7. Can demonstrate ability to coordinate, supervise, and direct *organizational* program activities. (IN, I, S)
8. Can demonstrate ability to effectively and appropriately refer clients to support services and follow through to assure the services are adequate. (IN, I, S)
9. Can demonstrate ability to accurately compile and maintain client case records. (IN, I, S, T)
10. Can demonstrate proper procedures for monitoring the condition of clients, and reporting progress to superior. (IN, I, S)
11. Can demonstrate ability to perform routine clerical duties (identify). (R, IN, S, T)
12. Can demonstrate knowledge of legal and organizational requirements pertaining to client confidentiality. (IN, S)
13. Can demonstrate knowledge of the organization's general policies and procedures. (IN, S)
14. Can demonstrate ability to provide information regarding agency services, requirements, and procedures in individual and/or group settings. (IN, I, S)
15. Can demonstrate ability to prepare accurate and timely written reports. (R, IN, S)
16. Can demonstrate ability to telephone and correspond with persons and/or agencies outside of organization to ensure that client matters are attended to. (IN, I, S)
17. Can demonstrate ability to operate a personal computer and standard word processing software package (identify). (IN, S, T)
18. Can demonstrate ability to maintain files and records of work activities to provide access to and retrieval of data. (IN, S, T)

19. **Can demonstrate ability to operate standard office equipment (e.g., fax, shredder, postage meter, adding machine, photocopy machine, typewriter, etc.). (S, T)**
20. **Can demonstrate ability to be alert , remain calm, and respond reliably and consistently in stressful and/or critical situations requiring immediate action. (IN, I, S)**
21. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**
22. **Can demonstrate ability to follow directions, manage time effectively, and work independently. (R, IN, S)**
23. **Can demonstrate and apply basic active listening skills. (IN, I)**