

Tolowa Dee-ni' Nation

Position Description

Title: Social Services Aide

Department: (02) Community & Family Services

Class: Clerical

FLSA: Non-Exempt

Status: Full Time

Pay Grade: 3-4 (\$10.84 - \$17.59)

Supervisor: Family Services Manager

Subordinates: None

Effective Date: 2009 – Approved 2-2-2017

Position Summary:

Under supervision from the Family Services Program Manager, the Social Services Aide assists Social Workers by performing a wide variety of administrative, non-technical, sub-professional work related to the improvement of family functioning in such areas as staff services, eligibility determination and social services.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Assists applicants and recipients in utilizing available resources; assists clients with paperwork needed in applications for internal and external programs.
- Interprets policies, rules, and regulations of the agency to applicants, clients and others within the scope of their responsibility.
- Refers clients to other staff members as necessary.
- Participates in in-service training and other staff development activities.
- Represent the Tribe at meetings with various agencies, organizations and the general public; performs community liaison and outreach activities for program(s)/project(s).
- Transports or accompanies clients to appointments for services or interviews.
- Performs simple clerical work; assists in gathering, compilation and analysis of data.
- Performs related duties as assigned.

Minimum Qualifications:

- Ability to communicate effectively, both orally and in writing.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to gather data, compile information and prepare reports, including organizing and maintaining work detail.
- Ability to maintain confidentiality in accordance with applicable legal standards and regulations.
- Operate a personal computer and other office equipment; use related software.
- Analyze data, interpret directions, procedures and regulations, and develop appropriate responses.
- Associates Degree in Social Work, Psychology, Sociology or closely related field, or an equivalent combination of education, specialized training and experience, required; Minimum of four (4) years experience providing social and community services, required.
- Demonstrated ability to use technical writing techniques, required.
- Computer and/or word processor, data base experience, required.
- Demonstrated organizational skills, required.
- Understanding of Tribal Governments and Tribal P.L. "93-638" programs, ICWA and other Federal regulations and state policies, preferred.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Have the ability to write routine reports and correspondence.

Mathematical Skills:

Need to have the ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- Must possess and maintain a valid, state-issued driver’s license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.
- Section 408 of the Indian Child Protection and Family Violence Prevention Act of 1990 (Public Law 101-630) requires an investigation of the character of each individual who is employed, or is being considered for employment, in a position with duties and responsibilities that involve regular contact with or control over Indian children. A criminal history investigation will be performed and the applicant must meet the minimum standards of the Act.

Physical Demands:

This position requires frequent walking, standing, driving, bending, light to moderate lifting (at least 50 lbs.), sitting, stair climbing. Requires working at computer and viewing computer screen. Activities may include running, climbing stairs, crouching, balancing, kneeling, reaching and twisting. Vision and hearing should be corrected to the normal range. Facilitating some recreational or community activities may be required.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

Work is typically performed in an office environment, with frequent interactions at client’s residence, schools, and other institutions both public and private. Work also involves a high level of interaction with Tribal members, their families and outside professionals; often under stressful conditions.

Employee’s Signature: _____ **Date:** _____

Supervisor’s Signature: _____ **Date:** _____