

Position Title: Information and Assistance Specialist FLSA Status: Non-exempt

Reports to: Children's & Family Services Supervisor

Department: Human Services



I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This position requires interviewing, documenting confidential information to coordinate services, assessing need and making referrals to appropriate providers of service, entering data into computer systems, providing outreach services, performing tasks related to client needs, and general office support work. This position works with the public and with professionals in the community. This position, while under the moderate supervision of other personnel, must be able to work independently, use independent judgment, be self-directed and motivated, and accept responsibility.

II. Essential Duties and Responsibilities

- Assists professional staff:
 - Works with professional staff as a provider of supportive services;
 - Assists professional staff in delivery of services or functions;
 - Interviews consumers and family members to assist professional staff in determining eligibility for services and providing referral information;
 - Assists in maintaining case records and reports;
 - Organizes and disseminate documents, reports, and letters.
- Provides support work services:
 - Accepts and processes clients requesting services;
 - Keeps basic records and routine supportive paperwork;
 - Tracks clients, caseloads or service programs;
 - Schedules and coordinate trainings and groups.
- Assists in service delivery:
 - Provides basic levels of in-home family services, counseling, coordinate or assist consumers with a range of supportive services (e.g. financial, housing, transportation, visitation, and appointments);
 - Works with community agencies to coordinate services;
 - Coordinates with other units in the agency and other county agencies to assist clients with the goal of family preservation or reunification;

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Vernon County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

- Assists families to achieve enhanced daily functioning;
- Works as part of service delivery team.
- Reports to work when scheduled and maintain good attendance.
- Works effectively and professionally with clients, general public, vendors, co-workers, employers, attorneys, law enforcement, etc. This may mean travel off premises.
- Attends State and County training sessions, conferences, and meetings.
- Receives, sorts, and prioritizes mail, telephone calls and emails.
- Performs routine clerical tasks such as sorting, recording, and typing as required.
- Maintains and file correspondence and reports.
- May testify in court proceedings.
- Identifies new resources.

III. Related Job Functions

- Responsible for working safely and following safety practices and standards.
- Establish and maintain effective working relationship with co-workers and others
- Performs related work as required or directed.
- Responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Establish and maintain effective working relationship with co-workers, general public, community resources and county/governmental officials.
- Attends staff meetings, trainings, conferences, & meetings to keep abreast of current changes
- Maintains consumer rights and confidentiality of consumer information.
- Performs related work as required or directed.

IV. Physical Demands

20%- Sits at desk, uses 75%-hearing, near vision and fingering for typing and data entry, or other office machines. 75%-Talks to clients, callers, department staff. 10%- Sits, walks, stands, bends, reaches, and moves about the office intermittently throughout the day. 25% -Handles telephones, papers and manuals, etc., lifts files, copy paper and other office materials. In unusual situations it is necessary to stoop, kneel, grapple, bend/twist and feel. There is the threat of physical attack or injury from clients/animals in unusual situations. Uses automobile, telephones, copy machines, computers, fax machines, camera, and television/VCR equipment. Uses independent judgment. Involves potential and/or direct exposure to blood or body fluids.

V. Education and Training Requirements

Bachelor's degree in a health or human services-related field preferred. One year experience working in the human services field preferred. Requires excellent interpersonal skills.

Graduation from an accredited high school or GED . Bachelor's Degree in Human Services, social work, psychology, or social science field preferred. Employee with experience in Social Service Aid position or a position with similar duties and level of responsibility will be preferred; experience working with various socio-economic levels of public; or any acceptable equivalent combination, per State guidelines of education, training, and experience which provides the required knowledge, skills, and abilities May require availability to work evenings and/or weekends to meet client needs. Requires successful completion of criminal background check.

Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel desirable.