

DEPARTMENT: SOCIAL SERVICES
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 29, 2016

WORK EXPERIENCE PROGRAM AIDE

DISTINGUISHING FEATURES OF THE CLASS: Interviews, assesses, and refers clients to appropriate employment opportunities under the Work Experience Program. Under general supervision of a higher-level employment job title, the employee in this class interviews and assesses temporary assistance clients. Employees in this class exercise independent judgment and make decisions within the scope of their specific assignment. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interviews clients to determine needs and the most appropriate work related activity;
2. Assigns clients to routine work at public works job sites;
3. Screens, interviews, and assesses referrals for work relief program;
4. Monitors work sites to ensure safe and efficient work performance;
5. Serves as an advocate for clients and as a liaison between clients and those providing employment related services;
6. Evaluates client compliance/non-compliance of mandated work programs and initiates case closure if non-compliance is discovered;
7. Conducts contract presentations for the development of public works program sites;
8. Evaluates, verifies and records information obtained while interviewing clients;
9. Responds to inquiries regarding services or benefits and explains program requirements and client responsibilities;
10. Maintains statistical reports and records of timekeeping and work-station assignments;
11. Provides information to the public through face-to-face conferences and written correspondence;
12. Maintains records of interviews and prepares a summary report;
13. Prepares correspondence to respond to inquiries and complaints;
14. Obtains information from a variety of material, such as law, agency policy, procedure manuals, and correspondence.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of applicable laws, policies and available resources; working knowledge of interviewing techniques; ability to interview and assess clients of the program for general unskilled maintenance and repair work; ability to prepare simple reports; ability to understand and follow routine oral and written instructions; ability to get along well with others; ability to interact effectively with the public; industriousness and dependability; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS: Candidates must have two (2) years of permanent competitive class service as a Social Services Worker in the Niagara County Social Services Department immediately preceding the date of the written examination.

OPEN-COMPETITIVE:

Graduation from high school or possession of a high school equivalency diploma **AND** completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; **OR**

Graduation from high school or possession of an equivalency diploma **and** two (2) years of full-time paid experience interviewing or assessing clients in a program that provides assistance to the economically disadvantaged.