

## **ADULT SERVICES ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized social services work that involves responsibility for performing a variety of adult services activities including but not limited to reviewing and evaluating eligibility for programs and services and ensuring placement in programs, as appropriate. The specific duties will depend on the area of assignment but are specific to adult services. The work is performed under the supervision of an administrator and in accordance with New York State guidelines, regulations, and departmental policies and procedures, and work guidance may be received from the Adult Services Specialist. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Assists in planning, organizing, and implementing adult services projects and activities by making recommendations regarding procedures, developing or revising forms, initiating contact with community agencies, scheduling medical appointments, obtaining proper documentation and ensuring compliance and follow-up with any prescribed medical treatment;

Interviews applicants and clients, as needed, in order to identify needs, determine appropriate placements in programs and eligibility, as they pertain to adult services, and monitors client progress in programs, including but not limited to participation in such programs;

Gathers information from applicants and clients, evaluates clients' resources, and provides preliminary determinations regarding eligibility, as it relates to adult services;

Identifies, contacts, and gathers information regarding public and private agencies and organizations (e.g., service providers) and evaluates their potential for meeting the needs of clients, as they pertain to adult services, and makes referrals for services;

Makes referrals to community organizations, programs, etc. and contacts service providers to facilitate smooth transitions into programs;

Attends and participates in training sessions specific to adult services, as assigned;

Prepares a variety of basic reports, as assigned;

May speak to individuals, groups and organizations about available adult services and programs.

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

Good knowledge of Federal, New York State, and local social services laws, regulations, and programs, especially as they affect eligibility for various Department of Social Services programs\*; working knowledge of Rockland County public and private programs and resources\*; ability to collect and organize basic data; ability to maintain a variety of records and prepare routine reports; ability to establish and maintain cooperative relationships with others; ability to use computer applications such as spreadsheets, word processing, email and database software\*; ability to conduct basic interviews in order to gather information related to adult services; ability to understand and carry out basic oral and written instructions.

### **MINIMUM QUALIFICATIONS:**

1. Graduation from high school or possession of an equivalency diploma and four (4) years of work experience that substantially involved the provision of services to individuals or clients in a human services\*\* setting; or
2. An Associate's degree or equivalent college credits beyond high school (a minimum of sixty (60) college credits) and two (2) years of work experience that substantially involved the provision of services to individuals or clients in a human services\*\* setting; or

(over)

3. An equivalent combination of education and experience as described in (1) and (2), above.

\*To be demonstrated during the probationary period.

\*\*Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special need children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of human services provider in interacting with or responding to clients.

R.C.D.P. 03.23.2015  
Competitive

03.13.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.