

PROGRAM AIDE II (SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical and program support work involving responsibility for performing a wide-range of activities in various program areas of the Department of Social Services. This title is distinguished from that of Program Aide I (Social Services) in the degree of independent judgment exercised and in the complexity of assignments. The specific duties will depend on the area of assignment (e.g. eligibility, services, administration). The work is performed under the supervision of a Social Services manager or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides information about programs and services to clients and members of the community by explaining general procedures and requirements for benefits and services;
Provides information to other staff and external customers (e.g. Orange & Rockland, United Water) about payments and reimbursements;
Assists clients in the completion of forms;
Responds to telephone and in-person inquiries regarding benefits and services;
Verifies information needed for the processing of vouchers for payment;
Performs clerical duties in support of program staff (e.g. answering telephone, filing, photocopying, data entry, etc.);
Uses computer software or other automated systems such as word processing, email, spreadsheets, etc. in the performance of work assignments;
May provide work guidance to clerical staff;
May prepare routine reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the programs and services available to eligible clients by the Department of Social Services; good knowledge of office equipment and procedures, especially as they relate to a human services setting; working knowledge of resources available in the community; ability to establish and maintain effective working relationships with others; ability to maintain records according to procedure; ability to perform clerical functions (e.g. filing, processing paperwork, etc.); ability to understand and interpret written material.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and either:

1. Two (2) years of office clerical or business experience, or
2. Two (2) years of experience in a public human services or related setting (e.g. social services, health, mental health, etc.) that substantially involved providing services or supporting the provision of services to clients, patients, or residents of the applicable agency (e.g. gathering and/or providing information, resolving problems, making referrals, processing papers, clerical duties, etc.)* or
3. Any equivalent combination of 1. and 2. above.

*Experience involving strictly personal care, laboring, or similar work shall not be considered qualifying.

NOTE: An Associate's degree will be deemed fully qualifying.

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Competitive