

**CRAIG COUNTY
DEPARTMENT
OF
SOCIAL SERVICES**

We Are Hiring!

Recruitment

- **Human Services Assistant**

Description:

An entry level position in the occupational group for Human Services Assistants. Employees follow established guidelines, policies, and procedures while performing routine administrative tasks supporting and assisting agency clients while receiving close supervision from professional or administrative staff.

More For Info:

<https://jobs.virginia.gov>



21-000 Community and Social Services Occupations
Category

HUMAN SERVICES ASSISTANT GROUP

<u>Occupational Title</u>	<u>Pay Band / Tier</u>	<u>EEO Code</u>	<u>Title Code</u>
Human Services Assistant I	3 / 1	E	0021021

Title Description- Human Services Assistant I is the entry level in the occupational group for Human Services Assistants. Employees follow established guidelines, policies, and procedures while performing routine administrative tasks supporting and assisting agency clients while receiving close supervision from professional or administrative staff. **The Human Service Assistant I is distinguished from the Human Services Assistant II by the latter's performing more technical activities requiring program knowledge in order to provide services and solve typical administrative and client-related issues.**

General Work Tasks (Illustrative Only) -

- Interviews clients and takes applications for services or benefits;
- Documents file, inputs data, prepares and maintains records;
- Prepares periodic, special and other reports;
- Verifies complex statistical and other complicated reports for accuracy and completeness;
- Prepares and types a variety of financial, statistical forms and reports, case documentation;
- Prepares case files, completes inquiries;
- Purges cases;
- Answers telephone and takes messages;
- Purchases clothes for children;
- Transports clients;
- Assists children in the activities of daily living; and
- Mails vendor invoices, surveys and other correspondence.

Knowledge, Skills, and Abilities:

Knowledge- Working knowledge of: administrative and clerical procedures and systems such as word processing, managing files and records, office forms and applications, and other office procedures and terminology; and mathematics sufficient to add, subtract, multiply, divide, compute rate, ratio and percent; and to draw and interpret graphs. Some knowledge of basic human service needs and state computer programs.

Skills- Skill in: operating a variety of automated office equipment to include calculator, fax/copier; and the use of computer-driven word processing, spreadsheet, graphics and file maintenance programs.

Code Pay Tier
 21021 3 1

Abilities- Demonstrated ability to: work with clients, co-workers, professionals, and the public; read and comprehend simple documents; write simple correspondence; present information in one-on-one and small group situations; follow written and oral instructions; perform basic mathematics; work with clients, professionals, co-workers and the public; plan, organize, and prioritize daily tasks; use correct spelling and basic grammar; and display common courtesy and be a team player.

Education and Experience- High school diploma with work experience in customer service or general clerical work involving contact with the public **OR** any equivalent combination of training and experience which provides the required knowledge, skills and abilities.
