

DESCRIPTION: Under immediate supervision, for a period of approximately six months to one year, serves in the capacity of a learner in the field of social services work. This training prepares new Social Services Workers for work with the Department of Health and Human Services adults, families and children through the development of several key competencies essential to effective job performance; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of five in the Social Services class series. Positions in this class participate in and complete required training courses. Work is performed under close direction and reviewed by a higher level Social Services professional. All new Social Services Trainees in an Economic Assistance Customer Service Center or local office environment must complete the mandated assignments and exercises with the approval and review of the supervisor before attaining non-probationary status with the Department.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Attends structured classroom and lab training and participates in on-the-job learning experiences.

Participates in and studies training modules which focus on interpersonal skills, knowledge of current agency practices working with adults and families, agency policies and programs, family dynamics, family-centered philosophy, working with the courts, self-sufficiency services planning, and community based services.

Assists customers in the development of goals and to gain access to needed services.

Reviews applications and referrals submitted by customers via a telephone system or in person to evaluate information provided for completeness, consistency and conformance with policy and procedural guidelines.

Interviews customers either on the phone or in person. Enters information into a computer management information system while conducting an interview. Reviews and verifies customer information to access programs requested and determines service eligibility.

Attends training provided by the agency and/or others after the initial classroom training.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of social work; the techniques of individual and group interaction; sociological conditions that influence human behavior.

Skill in: interviewing customers to collect and elicit essential information, gain rapport and assess customer needs; keyboarding.

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Ability to: learn and apply agency and professional practices, procedures, policies, principles and philosophies; protect confidential information; organize and manage own work flow; interact with customers from a variety of socio/economic, cultural and educational backgrounds; apply problem solving techniques to a variety of different circumstances; assess customer needs to provide services and economic assistance; review and evaluate information in relation to general guidelines and specific criteria; write clear and non-judgmental narratives, requests, explanatory letters, technical reports and other materials; select appropriate information from application material and eligibility guidelines; calculate solutions to arithmetical problems involving addition, subtraction, multiplication, division, fractions, decimals and percentages; perform computer entry; provide excellent customer services while quickly navigating through computer screens; work in a fast paced environment; prioritize and multi-task while maintaining accuracy; consistently meet deadlines. When positions are located within a Customer Service Center: work in a call center environment; use call center computers and software, telephones including automated call distribution and voice mail systems. While working in a Customer Service Center or Local Office, conduct telephone interviews in order to obtain and verify information to make an eligibility determination and accurately type information received during interviews into a computer information management system. Type a minimum of 30 net words per minute.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

24 semester hours of post high school education in behavioral sciences, public/business administration, social sciences, education or closely related field OR experience in customer service, determining eligibility for public assistance, examining/processing financial loan applications, medical or unemployment insurance or rehabilitation claims, unemployment services, OR a combination of education and experience in any of the above areas. Other: Applicants selected for an interview will need to complete a typing test and receive a minimum score of 30 net words per minute for continued consideration for the position.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel.

It may be necessary to adjust regular work hours to meet those convenient for customers and community agencies.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Applicants selected for an interview will be required to complete a typing test with a minimum score of 30 net words per minute.