

Under the NY HELP Program, the Civil Service Exam for this title has been waived. For additional information regarding the NY HELP Program, please visit: <https://www.cs.ny.gov/help/faq.cfm>

HUMAN SERVICES WORKER

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: EITHER:

1. Possession of an Associate Degree, or higher; OR
2. Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time paid experience, or its part-time equivalent, providing direct human or education-related services to clients in a public or private human services agency; OR
3. An equivalent combination of training and experience as described in (1) and (2) above.

NOTE: Advanced education degree received will be accepted in lieu of the minimum education noted.

NOTE: Experience in a human services agency, such as Social Services, Public Health, or Office for the Aging, that is primarily clerical or administrative in nature may be considered qualifying if it involved substantial interaction with clients and support of program service delivery, such as obtaining information from clients, assisting with completion of forms and applications, explaining program procedures, triaging client needs in person or by telephone, and supporting professional staff in the provision of services. Experience limited to routine clerical duties without significant client contact or involvement in program services will not be considered qualifying.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

SPECIAL NOTE: EDUCATION: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

DISTINGUISHING FEATURES OF THE CLASS: This position assists professional staff in a variety of assignments. The specific duties will vary according to the assigned program area, though most will involve significant contact with the public. Duties may include determination and verification of eligibility for programs/services, assisting clients in accessing and providing supportive services. Work is carried out under direct supervision of a higher-level position. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients and obtains information required to determine eligibility for various programs;
Assists in gathering of information for Human Services Agency personnel from a variety of sources, including public and private social agencies, law enforcement agencies, courts, victims, employers, etc.;
Reviews and verifies information and documentation to determine eligibility for various programs;
Inspects housing for compliance with local/state/federal laws;

HUMAN SERVICES WORKER

TYPICAL WORK ACTIVITIES: (Illustrative only) (Continued)

May assist Probation Officers in the collection of court ordered restitution and fines by contacting offenders;
May assist Probation Officers in providing services to victims of domestic violence by gathering information for the preparation of legal documents;
Makes home visits to gather information regarding clients and other household members;
Provides client transportation to and from appointments relating to the programs/services provided by the departments or units thereof;
Provides a variety of routine client services in areas of housing, employment, health, education and other supportive services;
May escort clients to and from appropriate services as necessary;
May supervise clients and/or members of a household in a structured setting;
Makes referrals to other supportive services/programs within and outside of department;
Confers with judges, court personnel, attorneys, police, education and social agency personnel and various other groups and personnel;
Provides outreach services and may act as liaison between departments, units, families, schools and other agencies providing services;
Assists in arranging services for clients;
Assists in financial management for clients;
Compiles case records and a variety of statistical and narrative reports relating to clients or programs.

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

Good knowledge of interviewing techniques;
Working knowledge of programs;
Working knowledge of general concepts relating to poverty, education, migrant families, aging, health and family issues, and criminal justice system;
Ability to analyze facts obtained in making judgments regarding eligibility;
Ability to establish and maintain effective working relationships with clients, other agencies and co-workers;
Ability to use and operate personal computers and related peripheral equipment;
Ability to communicate effectively in English, both orally and in writing;
Ability to recognize needs for service referrals;
Ability to understand oral and written instruction, policies;
Patience and understanding;
Physical condition commensurate with the demands of the position.

APPROVED: JUNE 3, 1997

REVISED: 12/30/14; 9/25/15; 12/31/16; 7/20/20; 2/22/24; 4/9/26

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES