



City of Phoenix CASEWORK AIDE

JOB CODE 07260

Effective Date: 11/92A

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide basic information and referral assistance to clients requesting social service assistance. Work involves interviewing clients to identify problems, determining assistance needed, referring to appropriate agencies, and performing follow-up contacts as needed. Responsibilities require considerable contact with members of poverty groups, other agencies, and the general public. Work assignments are received and reviewed by the Caseworkers II or III.

ESSENTIAL FUNCTIONS:

- Interviews clients to determine their needs and refers them to the appropriate community agencies and services;
- Determines clients' eligibility for assistance and services;
- Acts as a liaison between clients and organizations and agencies;
- Creates and updates manual and/or computer database client files and maintains records required for follow-up;
- Encourages clients to utilize community opportunities, resources, and services;
- Keeps current files of social services available to area residents.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Available social services and community resources.
- Record keeping and filing procedures.
- Eligibility requirements for various social service agencies.

Ability to:

- Learn effective interviewing techniques and procedures.
- Understand and follow oral and written instructions in the English language.



City of Phoenix

- Interpret social service program regulations in a clear, accurate, and friendly manner to clients.
- Communicate clearly and work effectively with members of minority and lower socio-economic groups.
- Communicate orally with employees, clients, or public using a telephone, and in a face-to-face, one-to-one setting.
- Perform basic arithmetic calculations (addition, subtraction, multiplication, and division) rapidly and accurately.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Work cooperatively with other employees, agencies, and the public.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some employees who are skilled in a second language will be called upon occasionally to utilize that skill in the routine performance of their duties.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience working in a social service environment, plus some college level course work in social work, sociology, social services, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.