

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Social Services Aide/Rehabilitation  
Counselor Aide**

**Class Code: 51522  
Pay Grade: GF**

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### **A. Purpose:**

Provides supportive services to social services or rehabilitation clients who need assistance by providing information, supervision, transportation, training, and contact with community, social, vocational, or medical resources; and maintains and updates clients' case files to provide support and assistance to professional social services or human services program personnel in providing client services for eligible applicants/consumers.

### **B. Distinguishing Feature:**

Social Services Aide determines eligibility for programs and/or deals with families who have been referred to Social Services for services.

Rehabilitation Counselor Aide deals with referrals to Human Services for individualized vocational rehabilitation services. The incumbent may provide supportive services as directed by Social Services or Human Services professional staff.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Develops and maintains client case files and records and community resource information files to provide current and accurate documentation of client activities and data on available programs and services.
2. Provides current information on state and program rules and regulations, programs' services, eligibility requirements and community resources to staff, clients, and the public to ensure timely dissemination of accurate information and referral services.
3. Develops positive client relationships and facilitates clients' use of community resources to assist professional staff in providing appropriate client services to ensure successful completion of established programs.
  - a. Provides social services program support activities including home visits, client sessions, and transportation to social services and vocational agencies or medical appointments.
  - b. Provides rehabilitation program support activities; including initial intakes, processes referrals, provides program information, obtains vocational employment and medical information, and monitors client services and case file documentation.
4. Conducts application interviews and obtains clients' financial information to determine eligibility or assist professional staff in determining eligibility and appropriateness for program services.
5. Acts as a liaison by making contacts with community resources to obtain current and accurate information and facilitate timely delivery of services to clients or program applicant referrals.
6. Performs other work as assigned.

#### **D. Reporting Relationships:**

No subordinates report to this position.

#### **E. Challenges and Problems:**

Challenges include providing clients with current information and referral services to community, social, vocational, and medical services in a timely manner; understanding, interpreting, and implementing state, program, and office policies and regulations for staff, clients, and the public; developing and maintaining effective relationships with community resources personnel; creating and maintaining accurate, complete, and current client records and files; providing effective support to clients participating in programs; and providing clients with accurate explanations of program services and eligibility criteria.

#### **F. Decision-making Authority:**

Decisions made by the incumbent include referring clients, agency representatives, or the public to counseling or supervisory staff to obtain information or services; determining when and what to update in client and resource information files; scheduling; client appointments; visits for own caseload; and referring clients to other program services.

Decisions referred include determining eligibility for food stamps, medical assistance, Temporary Assistance for Needy Families (TANF), or child care assistance; type of services to be provided; caseload assignments; making referral decisions outside the agency; and determining successful completion and necessity of follow-up services to the program.

#### **G. Contact with Others:**

Daily contact with clients to obtain or provide information and services. Weekly contact with court systems, foster homes, group homes and schools, and medical consultants and medical service facilities to coordinate services or obtain information. Frequent contact with other agencies and private business to obtain information and arranges services.

#### **H. Working Conditions:**

Typical office environment. May be exposed to hostile clients or communicable diseases and frequent travel may be required to transport clients.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- programs and services offered and principals and practices;
- medical and psychological terminology and information;
- community and governmental agencies' resources;
- disabilities;
- basic office procedures.

Ability to:

- develop and maintain effective client relationships;
- deal with community resources as a liaison person;
- obtain and maintain information resources for clients;
- organize, prepare, and update case files and basic records;

- prepare applications and other program documents and forms.