

CLASS TITLE: Support Services Assistant

CHARACTERISTICS OF THE CLASS: Under general supervision, provides information and assists clients in obtaining social services; and performs related duties as required.

ESSENTIAL DUTIES: Performs outreach work by making presentations at churches, community groups and organizational meetings to seek, inform and assist clients in applying for city, state and federal benefit programs; interviews clients to elicit information relevant to eligibility for programs including financial, legal, tax, transportation, housing and energy assistance; makes visits to home bound clients to provide information and assist clients in completing forms to apply for social service assistance; operates personal computer to input client information; advocates for clients by meeting with social service representatives to assist clients in obtaining needed services; coordinates work efforts with community organizations and social service agencies to ensure support services and assistance are being offered and provided to non-English speaking clients; maintains records and prepares work activity reports; may supervise part time staff engaged in providing information and social service assistance to clients.

RELATED DUTIES: May translate for non-English speaking clients.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible community or social service experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of the eligibility requirements for social service programs. Good knowledge of record keeping and report preparation methods. Good knowledge of the communities and community groups in Chicago.

Ability to operate standard office equipment including personal computers. Ability to travel into communities of persons with varying ethnic backgrounds. Ability to maintain records and prepare reports.

Working skill in operating office equipment. Good oral communication skills. Skill in conducting interviews.

Working Conditions. General office environment and exposure to inclement weather and extreme temperatures.

CLASS TITLE: Support Services Assistant (Cont'd)

Equipment. Standard office equipment including personal computers.

NOTE:

While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 1997