

**CASE SERVICES AIDE**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing transportation and escort services to family services department clients to relieve casework staff from routine transportation duties. Incumbents will be responsible for supervising home visitation involving children. Work is performed under direct supervision of the caseworker/case supervisor charged with the responsibility for providing services. This non-competitive position also involves responsibilities of a courier as well as the performance of some routine clerical tasks.

Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides transportation services and assistance to clients and foster children to and from destinations specified by a caseworker or case supervisor;

Escorts clients to keep medical, dental, counseling, visitation, or other appointments and other consumer-oriented outlets;

Performs assignments under the direct supervision of a caseworker/case supervisor dealing with specific, detailed, but routine chores within the family services department's responsibility;

Performs a variety of minor clerical and record-keeping tasks on work performances, including services provided, clients transported, etc.;

Acts as a courier in picking up and delivering mail, data, documents, records, and packages;

May provide information to family services department personnel regarding incomplete transportation assignments or unusual occurrence affecting client's well-being;

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May provide special escort and transportation services relative to employment, school attendance, child protective visits, attendance at therapy sessions, court hearings, and other matters related to a clients family's well-beings;

Supervises and ensures safety of the children during supervised home visitation or when they are brought to a family services or visitation center;

Performs other functions as may be required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS**: Working knowledge of the geography of the county and locations of various public or private agencies providing social and health services; good knowledge of the operation of a motor vehicle; good knowledge of New York State motor vehicle laws as they relate to routine operation of a motor vehicle; ability to understand and follow simple oral and written direction; ability to compile simple reports; maturity; dependability; courtesy; and sensitivity to clients receiving services through the family services department.

**MINIMUM QUALIFICATIONS**: At the time of appointment, candidates must possess an appropriate New York State license to operate a motor vehicle. Candidates must successfully complete a defensive driving course either before appointment or within the period following appointment.

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Last Reviewed: 8/15/03  
Jurisdictional Class: Non-Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A