

PART I

HAWAII HEALTH SYSTEMS CORPORATION  
STATE OF HAWAII

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Abolished 1/11/16
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Class Specifications  
for the classes:

SOCIAL SERVICE AIDE AND ASSISTANT SERIES  
~~SR-05; SR-07; SR-09; SR-11; SR-13~~  
BU:03

This series includes all positions, which involve performance of duties in support of professional social service functions. The performance of such work requires knowledge of various techniques and procedures and the ability to work as a support person to a professional worker. Such knowledge is typically gained through a combination of on-the-job experience, related classroom instruction and supervised program activities.

Basic Nature of Work:

Social service aides and assistants provide supportive services to professional social workers, vocational rehabilitation specialists or public housing managers responsible for carrying out the functions of such programs as public welfare, family court, vocational rehabilitation, public housing, medical and psychiatric, etc. The following are brief descriptions of the supportive functions performed by social service aides:

1. Public Welfare – performance of a variety of designated tasks ranging from those, which are simple-clerical in nature to those involving the processing of eligibility determinations for financial and medical assistance and certification for food stamp coupons.
2. Family Court – performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving maintenance of client and collateral contacts including the exercise of elementary skills in perceiving and coping with client resistance and recording and conveying the perceptions.
3. Vocational Rehabilitation – performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving assistance in work adjustment and work therapy programs including instructing and supervising clients on specific tasks and group activities and providing on-the-job training and work stimulation.
4. Public Housing – performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving service as a primary source of

information for residents, functioning as a primary source of resident related information for the project management, and encouraging and assisting in the development of resident self-sufficiency.

5. Medical And Psychiatric – performance of a variety of tasks ranging from those which are simple-clerical in nature to those involving assistance with discharge planning, maintaining medical record documentation, and participation in education, community planning meetings with family and/or agencies providing services to assist patient and their families.

#### Levels of Work:

Six (6) levels of work have been identified in this series. These levels are primarily a result of the interaction of several of the following factors:

1. Variety and nature of duties and responsibilities
2. Supervision received
3. Extent of service

These factors will be evaluated as follows:

1. Variety and Nature of Assignments: As isolated factors, neither the variety of procedures nor the type of assignment justifies an increase in level. At all levels, a variety of procedures demonstrating the ability to assume the full range of duties common to the supportive manpower service process is inherent in the class concept. The addition of one (1) or two (2) specific higher level procedures does not reflect the full range of duties or knowledge inherent in the higher level class concept and does not usually affect the overall level of the position.
2. Nature and Extent of Supervision Received: Positions at the lower levels work under immediate supervision. At the higher levels, positions are expected to perform assigned duties under only general supervision of professional social service specialists. The performance under close supervision of selected progressively responsible higher level duties is characteristic of positions undergoing training for higher level work. Trainee type positions are not allocable to a higher level until all requirements for the higher level are met.
3. Extent of Service: This factor relates to the scope of functions carried out. Evaluation of scope will consider the degree of delegated authority, and also the quality and extent to which a position is expected to maintain person-to-person contact with disadvantaged clients, community members, patients and their families, or the general public.

SOCIAL SERVICE AIDE I

3.072

Abolished 1/11/16
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Duties Summary:

~~This is the training level in the Social Service Aide and Assistant Series. Receives detailed training in the goals, function and activities of a specific program and performs selected tasks designed to further understand the program goals and activities. Works under the direct supervision of one or more professional workers.~~

Typical Work Assignments:

~~Receives training in the goals, functions and activities of a specific social service program; observes the interaction of professional workers with their patients; learns to perform tasks which will assist professional workers in expediting and facilitating the conduct of their professional work; performs simple clerical work; transports patients to clinics, other agencies, etc.; picks up and delivers mail, materials, supplies and equipment; prepares simple reports.~~

Knowledge and Abilities Required:

~~Knowledge of the basic skills in reading, writing and speaking; ability to learn the goals, functions and activities of a specific social service program; ability to perform simple clerical tasks; ability to establish and maintain favorable relationships with patients and their families.~~

SOCIAL SERVICE AIDE II

3.073

Abolished 1/11/16
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Duties Summary:

~~Provides various supportive services to patients and professional workers; explains services available to patients; participates in group and/or team activities.~~

Typical Work Assignments:

~~Maintain and document medical records pertinent to the discharge planning process in support of social workers; participates in community planning meetings with agencies providing services on behalf of the patients and their families.~~

Knowledge and Abilities Required:

~~Knowledge of the general policies, procedures, programs, and activities of the program to which assigned; knowledge of the basic skills in reading, writing and speaking; ability to communicate with patients; ability to perform a variety of clerical tasks; ability to~~

~~establish and maintain favorable relationships with patients and their families; ability to prepare simple reports.~~

SOCIAL SERVICE AIDE III

3.074

Abolished 1/11/16
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Duties Summary:

~~Independently provides all supportive services for a unit or team; participates in team activities; does limited field work including checking with patients, encouraging them to use available resources, following up on cases on a periodic basis, and relaying information, problems and observations to the professional staff.~~

Typical Work Assignments:

~~In addition to performing duties described in the lower levels, participates with multidisciplinary team members and patients in developing patient care plan; conducts individual family and group education sessions in accordance with the patient care plan, coordinate with staff from community healthcare agencies in conjoint planning for re-entry of patients in the community, coordinates transportation for discharges, maintains medical record documentation as specified by policy, participates in community planning meetings with agencies and groups providing services on behalf of patients and their families, assists patient and/or family with the completion of legal documents such as guardianship, durable healthcare power of attorney and living wills.~~

Knowledge and Abilities Required:

~~In addition to the knowledge and abilities required at the lower levels, this class requires: general knowledge of the needs, problems and attitudes of patients; knowledge of community resources and their utilization; ability to work independently and follow oral and written instructions; ability to control group situations.~~

SOCIAL SERVICE ASSISTANT IV

3.075

Duties Summary:

Performs extensive fieldwork and out-reach functions; serves as liaison between professional staff, patients and their families.

Typical Work Assignments:

In addition to performing duties described in the lower levels, participates in aftercare planning in order that return to the community can be orderly and therapeutically

beneficial to the patient, taking into account the conditions, behaviors, and attitudes which impede successful and lasting adaptation in the community; assists patients and their family members or significant other with the social, economic, and environmental problems which interfere with a timely discharge; establishes and maintains a therapeutic relationship with patient and their family.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires some knowledge of interviewing techniques; ability to search for and locate required information from a wide variety of sources.

SOCIAL SERVICE ASSISTANT V

3.076

Duties Summary:

Makes referrals to standard community resources and/or professional staff.

Typical Work Assignments:

In addition to performing duties described in the lower levels, initiates contacts with appropriate agency/facility responsible for placement to see if there are vacancies; satisfies all pre-admission requirements and arranges for the transport to the appropriate facility at discharge; coordinate the patient's re-entry phrase of treatment and continuity of care with their families or health center's staff in making the necessary plans and arrangements for community visits; living arrangements; financial assistance; appropriate supervision; medical, psychiatric, and care management follow-up.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: thorough knowledge of the services and objectives of the program to which assigned; ability to refer patients to standard community resources; ability to supervise group activities of patients.

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This is an amendment to the class specifications for the Social Service Aide/Assistant series, to change the title from Aid to Aide, effective July 1, 2008.

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This class is adopted, effective March 24, 2003.

DATE APPROVED: July 1, 2008

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JANICE WAKATSUKI  
VP/Director of Human Resources