

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	NEXP	Job Code:	ACV80270
Job Class Code:	770	Salary Schedule:	ASRRCPS
EEO Category:	05	Grade:	12
Workers Comp Code:	8832		

Job Code Established:		Effective Date:	
Job Code Revised:	02/19/04	Effective Date:	

JOB CODE SERIES: Public and Social Services

JOB CODE TITLE: CHILD PROTECTIVE SERVICE CASE AIDE II

HRIS TITLE: CPS CASE AIDE II

CHARACTERISTICS OF THE CLASS: Under immediate-to-general supervision, provides a variety of services to families, children and adults in various social service programs in Child Protective Services. Duties include assisting individuals and families with the application process, determining benefits for defined department programs, providing case management assistance to participants involved in Child Protective Services, as well as giving clerical support, as needed. Work is performed under the supervision of an administrative superior. This class is distinguished from the CPS Case Aide I by the greater independence and authority with which work is performed, the generally more difficult and complex tasks carried out, and the higher levels of knowledge and skills applied.

EXAMPLES OF DUTIES: Makes initial determination of financial eligibility for agency social services; Conducts initial interviews with clients, assisting with application process and gathering information for use in eligibility determination or case plan development., refers applicants and clients to appropriate community resources; visits homes of natural, adoptive or foster families to monitor home situations on an ongoing basis; makes arrangements and appointments for clients; arranges for assistance or support to service providers, within established guidelines; escorts and transports foster children in visits to their natural parents, and supervises the visits; confers with representatives of courts and court services, community resource agencies, schools, institutions and allied social service agencies; attends court hearings and testifies when required; assists families of children in foster care or families of children with developmental disabilities in such matters as child care, budgeting and nutrition; interacts with children and adults in the client group. May meet with participants to monitor compliance and progress with case plans. May determine client eligibility for emergency or other benefits as assigned. Coordinates services with other offices, departments, consultants, and community agencies. Provides clerical support for office operations. May supervise a small clerical staff. May process bills and authorizations, simple overpayments, payroll, or receipt transmittals. Maintains case documentation, transfers or closes files, and ensures correct and consistent data entry of case information. Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: casework principles and practices; CPS policies and regulations applicable to the assigned programs; casework record maintenance procedures; human services and facilities available to applicants, recipients and participants; current State, Federal and local laws governing placement, custody and treatment of children and adults; available community resources that may be utilized on behalf of applicants or clients; developmental and behavioral problems of children, their causes, symptoms and treatment; effects and problems of foster care; social, intellectual and behavioral problems of developmentally disabled children and adults, effects on their families and special problems of foster care; cultural, environmental and community influences on behavior and development of individuals in specified client groups.

Skill in: performing routine clerical functions such as reception, filing, mailing and data entry; using computers and software.

Ability to: comprehend and follow moderately complex written and oral instructions; acquire and organize pertinent data in a logical, coherent manner; prepare written reports in a prescribed format; communicate effectively orally and in writing; establish and maintain effective working relationships with clients and their families and with representatives of the courts and community agencies; present complex information in a clear and understandable way to individuals and groups; elicit and gather information through interviews; listen and provide supportive attention to persons in the client group; manage own time and other resources; organize work.