



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

SOCIAL AND HUMAN SERVICE ASSISTANTS

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Social and Human Service Assistants-B	G1093B	30	
Social and Human Service Assistants-O	G1093O	35	
Social and Human Service Assistants-A	G1093A	40	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Assist professionals from a wide variety of fields, such as psychology, rehabilitation or social work, to provide client services, as well as support for families. May assist clients in identifying available benefits and social and community services and help clients obtain them. May assist social workers with developing, organizing and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation or adult daycare.

Nature of Work

Social and human service assistants help social workers, healthcare workers, and other professionals to provide services to people. They usually work under the direction of workers from a variety of fields, such as nursing, psychiatry, psychology, or social work. Social and human service assistants provide services to clients to help them improve their quality of life. They assess clients' needs, investigate their eligibility for benefits and services such as food stamps, Medicaid and welfare, and help clients obtain them. They also arrange for transportation, if necessary, and provide emotional support. They monitor and keep case records on clients and report progress to supervisors and case managers. Social and human service assistants play a variety of roles in the community; they may organize and lead group activities, assist clients in need of counseling or crisis intervention, or administer food banks or emergency fuel programs. In halfway houses, group homes, and government-supported housing programs, they assist adults who need supervision with personal hygiene and daily living tasks. They review clients' records, ensure that they take prescribed medication, talk with family members, and confer with medical personnel and other caregivers to provide insight into clients' needs. Assistants also give emotional support and help clients become involved in community recreation programs and other activities.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

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Basic

- Employees in this Role perform standardized duties including verifying and maintaining records, keeping progress reports, arranging for client services, and maintaining client contact.

Recommended Education and Experience for Full Performance

High school diploma or Equivalency and six (6) months experience as a home care worker, management of a home, or experience in providing social and/or rehabilitative services to clients in the community and/or in an institution.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role assess client needs, establish their eligibility for benefits and services, and help clients obtain them.
- Employees examine documents such as rent receipts and tax returns to determine specific services; arrange for transportation and escorts; provide emotional support; monitor and keep case records on clients and report progress to supervisors and case managers; make telephone or home visits to make sure services are being received.

Recommended Education and Experience for Full Performance

High school diploma or Equivalency and one (1) year experience as a home care worker, management of a home, or in providing social and/or rehabilitative services to clients in the community and/or in an institution.

Minimum Qualifications

High School diploma or Equivalency.

Advanced

- Employees in this Role provide emotional support and help clients become involved in their own wellbeing, in community recreation programs and in other activities.
- Employees teach clients how to communicate more effectively.
- Employees may support and advocate for client, and participate in treatment planning, such as individual or group counseling or occupational therapy.

Recommended Education and Experience for Full Performance

High school diploma or Equivalency and one and a half (1.5) years experience as a home care worker, management of a home, or experience in providing social or rehabilitative services to clients in the community and/or in an institution.

Minimum Qualifications

High School diploma or Equivalency and three (3) months experience as a home care worker, management of a home, or experience in providing social or rehabilitative services to clients in the community and/or in an institution.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

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Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Skills

Service Orientation — Actively looking for ways to help people.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

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Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Persuasion — Persuading others to change their minds or behavior.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 9/20/2011, 5/31/2016 (Min Quals)

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.