

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Social Work Assistant	<u>CLASS NUMBER:</u> 70202	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A6	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 280 E. Broad St, 3 rd FL, Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Case Manager Supervisor, APS (111810)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> n/a		

CLASSIFICATION PURPOSE:

The primary purpose of the Social Work Assistant position is to support the work of a team of case managers including assistance with public benefits, acquiring medical assistance and making appropriate referrals.

JOB DUTIES:

Receive and document reports of elder abuse, neglect, and exploitation as a part of the Adult Protective Services (APS) intake process. Provide assistance to staff and clients in the planning and implementation of the Senior Options Program and community based care services. This includes staffing the intake line, meeting with walk-ins to complete in-person intakes, processing faxed intakes, and processing online intakes. Provide callers on the intake line with referrals to community resources. Demonstrate knowledge of the Ohio Revised Code in relation to APS practice and Senior Options levy programs. Provide assistance to APS and Senior Options case management staff in implementing case management services with their clients. Assist in preparation for trainings or presentations on Franklin County Office on Aging programming and services to financial institutions, community professionals, regulatory, and law enforcement professionals. Attend workshops for continuing education and keep current with best practices.

Perform clerical administration (e.g., computer use, telephone inquiries, working with documents, files, records, and reports, etc.).

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of customer service, agency policies, and agency procedures. Effective verbal and written communication skills. Skilled in word processing and computer operation. Ability to understand practical field of study; define programs, collect data, establish facts and draw valid conclusions; complete routine forms; maintain accurate records; gather, collect and classify information about data, people or things; answer routine telephone inquiries from the public, and resolve client complaints.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High school diploma or GED with one (1) year office administration or clerical experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification is required

Supervisory Responsibilities

None required

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date