

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

HOME AIDE

JOB DESCRIPTION

Employees in this job assist professional case workers by providing instruction, guidance, assistance, motivation, and training in basic child/family care and comprehensive home management methods to clients and provide a variety of services to assist clients with daily living activities and increase client's self-sufficiency and reduce and/or prevent neglect, abuse or exploitation of children and/or adults.

There are three classifications in this job.

Position Code Title – Home Aide-E

Home Aide 6

This is the entry level. The employee works in a learning capacity as a beginning home aide, receiving close supervision.

Home Aide 7

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of home aide activities.

Home Aide E8

This is the experienced level. The employee performs a full range of home aide assignments. Judgment is used to select a proper course of action when assessing a family's needs.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews clients to analyze, evaluate, and determine client's needs, problems, and goals.

Instructs and trains clients in methods to prepare nutritious meals, understand, plan, and follow special dietary needs, care for and mend or make clothing, care for furniture and other household equipment, and improve housekeeping techniques. Instruction may be provided in the client's home.

Meets with doctors and hospital dietitians to discuss clients' special dietary needs, such as for diabetes, and plans appropriate diet for client.

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Instructs and trains clients in household money management through economical food buying and meal planning, and selective purchase of clothing, furniture, household equipment, cleaning supplies, and other items needed for daily living. May take clients shopping for items.

Provides assistance in resolving immediate and long-range problems, such as employment, housing, health, and education by providing information about community resources and making referrals. Assistance is provided by friendly visiting, escorting, and telephone reassurance.

Assists and trains the client in financial transactions by establishing budgets, setting up bank accounts, paying back taxes and insurance on homes, and making referrals for legal and/or credit counseling in the use of their financial resources.

Provides training, instruction and assistance by example for improving and/or establishing clients' child care skills.

Temporarily manages a home by caring for and supervising children, planning, shopping for and serving meals, keeping the home orderly by doing housekeeping tasks and laundry, and handling emergencies when required to live-in because of the absence or disability of a parent.

Conducts group meetings with clients for training and instructional purposes.

Assists clients in completing forms and may translate for clients needing English language assistance.

Aids and assists clients that are developmentally disabled and/or physically handicapped.

Encourages family members to make use of community resources available to them.

Observes and evaluates behavior and relationships of family members, and reports observations to social workers verbally or in writing.

Makes arrangements for medical services, housing and other services, and makes referrals to other agencies.

Transports clients and families to appointments.

Accompanies clients to special needs classes/agencies such as substance abuse clinics, parenting classes, friend of the court, or "safe" houses.

Evaluates protective services complaints based on the environmental condition of the home and reports evaluations to social worker.

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Assists clients by coordinating information and evaluating need for emergency needs services such as furnace repair or electrical service with social service worker and provider.

Evaluates clients' adherence to program requirements by verifying who is living in the home, which children are in the home, and reports evaluations to social worker.

Coordinates information from other private and public agencies and organizations to supplement services to client families. Responds to emergency service needs of client to alleviate a crisis in the family.

Participates in judicial proceedings on child abuse or neglect cases by testifying in court, preparing court reports and documentation of observations when in the presence of the client, and meeting with judges and attorneys when necessary.

Attends staff meetings, case conferences, and departmental training sessions as required to develop and maintain casework skills and techniques.

Makes routine and/or incidental contacts to clients, foster parents, and others to provide forms, clothing, household articles, and other necessary items.

Effectively plans home calls, appointments, deliveries, and client shopping trips to allow optimum use of time and to minimize mileage costs.

In collaboration with social workers, aids parents to strengthen relationships with each other and with children to improve family life.

Participates in a continuing program of monitoring and assessing the clients' progress, goal accomplishments, needs, appointment record, and continued eligibility through an ongoing process of follow-up and evaluation.

Oversees work of various volunteers.

Provides visitation support services to children and parents. Schedules and supervises approved visits between clients and children. Supervision may be provided in the client's home or in the department.

Enters all relevant data on opening, coding, and closing cases.

Coordinates volunteers to provide specific services and supplies to clients.

Serves as an advocate and role model for clients.

Maintains records and reports of activities.

Performs related work as assigned.

Additional Job Duties

Home Aide E8

Trains new and lower-level Home Aides.

As a representative payee, is solely responsible for establishing bank accounts for the clients in their name; handling all banking transactions including withdrawals, deposits, housing purchases, etc.; making all financial arrangements such as paying all bills, taxes, insurances; and monitoring payments personally received from Supplemental Security Income (SSI), Social Security Disability (SSD), Family Independence Program (FIP) welfare grants, etc.

As a third party payee, assists clients in the same financial functions as the representative payee, in addition to counseling and instructing clients in budgeting and money management.

Receives and performs the more difficult assignments and is responsible for the more demanding and sensitive domestic situations, problems, and clients.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of child care techniques.

Knowledge of household management methods, including cleaning, food service and preparation, and care of clothing.

Knowledge of money management and budgeting practices.

Knowledge of the techniques of fact finding and casework interviewing.

Knowledge of household equipment.

Knowledge of living skills and self-care techniques.

Knowledge of the various components and terminology of local and state social service programs.

Knowledge of the appropriate social service forms used for each case or service provided.

Knowledge of community resources available for providing assistance to families.

Knowledge of community social conditions, standards, and expectations.

Knowledge of emergency services in the service area such as "safe" houses or food supplies.

Knowledge of socioeconomic and cultural patterns and backgrounds of clients and families.

Knowledge of developmental disabilities.

Knowledge of coping mechanisms and stress management.

Knowledge of office work, business practices, and business office machines and equipment.

Knowledge of general medical services and volunteer services available for clients' needs.

Knowledge of human behavior.

Knowledge of mathematical methods and principles.

Ability to follow oral and written instructions.

Ability to instruct parents in homemaking, child care, family relations, food preparation practices, personal hygiene, health care, proper conduct within the framework of the family's socioeconomic or cultural background, and in the management of grant money by establishing accounting methods for family budgeting.

Ability to sew and mend.

Ability to understand and to accept the behavior of children, parents, elderly, developmentally disabled, and physically handicapped persons.

Ability to train children in personal hygiene and proper conduct.

Ability to improvise with equipment and devise methods in the home as needed, to accomplish projects.

Ability to maintain confidentiality of information.

Ability to handle emergencies in a calm and logical manner.

Ability to work tactfully and diplomatically with others.

Ability to maintain records and prepare reports of all activities regarding client services, including hours worked, mileage and transportation costs; and draft correspondence related to the work.

Ability to communicate effectively.

Ability to plan a complex route when transporting clients to appointments and making calls.

Ability to interpret county, city, township, and state maps and zip code manuals.

Ability to operate a motor vehicle.

Ability to diffuse anger and aggression when servicing clients who are experiencing emotional stress.

Ability to communicate with clients for whom English is a second language.

Ability to establish rapport with clients.

Ability to motivate clients.

Ability to clarify and evaluate through interviewing, the needs of the clients.

Ability to analyze case information and draw reasonable conclusions.

Ability to achieve service plan goals as set forth by the social worker and agreed upon by the client.

Ability to read, interpret, and apply federal, state, and county laws; departmental rules, regulations, policies and procedures; and numerous program manuals on various social services available such as Medicaid, general assistance, food stamps, etc.

Ability to perform mathematical computations when making financial transactions on behalf of clients as well as assisting and/or training clients in proper monetary procedures.

Ability to act as a liaison on behalf of the client between agencies, service providers, community organizations, etc.

Ability to instruct clients on the techniques of self-care and living skills.

Ability to make presentations before community, volunteer, and civic groups and clients.

Ability to interview, investigate, monitor, and analyze clients' cases and draw reasonable conclusions.

Ability to maintain favorable public relations.

Additional Knowledge and Abilities

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Knowledge of on-the-job training techniques.

Ability to organize work and establish priorities.

As a representative payee, ability to solely manage clients' bank accounts and financial affairs.

As a third party payee, ability to assist clients in the withdrawal and disbursement of funds.

Working Conditions

Some jobs may require occasional live-in (24 hour) assignments and continued association with a particular cultural community.

Some jobs require direct contact with patients.

Considerable travel by automobile may be required.

Some services are provided in either the office or the client's home.

Some jobs are located in a mental health facility or social services facility.

Physical Requirements

Some jobs require an employee to stand, reach, or bend for extended periods.

Education

Educational level typically acquired through completion of high school.

Experience

Home Aide 6

No specific type or amount is required.

Home Aide 7

One year of experience equivalent to a Home Aide 6.

Home Aide E8

Two years of experience equivalent to a Home Aide, including one year equivalent to a Home Aide 7.

Special Requirements, Licenses, and Certifications

Possession of a valid Michigan driver's license.

Some positions require fluency in a foreign language.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>	
HOMEADE	Home Aide	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Home Aide-E	HOMEADEE	E42-001

ECP Group 1
Revised 6/1/06
TeamLeaders