

POSITION DESCRIPTION

Gallia County Department of
Job and Family Services

BARGAINING UNIT Classification Series:

- Account Clerk (165)
- Employment Services (642)
- Eligibility Referral (172)
- Child Support (262)
- Supportive Services (301)

NON-BARGAINING UNIT:

- Confidential
- Supervisor
- Administrator

POSITION CONTROL NUMBER
41110.0

CLASS TITLE
SUPPORTIVE SERVICES UNIT AIDE

CLASS NUMBER
30110

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|---|---|--|--|--|
| <input type="checkbox"/> FULL-TIME | <input checked="" type="checkbox"/> PERMANENT | <input checked="" type="checkbox"/> CLASSIFIED | OVERTIME: | <input type="checkbox"/> NEW POSITION |
| <input checked="" type="checkbox"/> PART-TIME | <input type="checkbox"/> TEMPORARY | <input type="checkbox"/> UNCLASSIFIED | <input checked="" type="checkbox"/> ELIGIBLE | <input checked="" type="checkbox"/> CHANGE/UPDATE POSITION |
| | <input type="checkbox"/> INTERMITTENT | | <input type="checkbox"/> EXEMPT | <input type="checkbox"/> RECLASSIFIED POSITION |


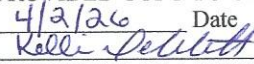
USUAL WORKING TITLE OF POSITION SUPPORTIVE SERVICES UNIT AIDE	CLASSIFICATION OF POSITIONS DIRECTLY SUPERVISED: N/A
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NORMAL WORKING HOURS (Explain unusual or rotating shift)
Flexible part-time schedule approved by supervisor or director between normal agency hours 7:00 AM to 5:00 PM Monday - Thursday

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
90%	<p>Assists the public through agency processes: receives inquiries in person, by phone, mail or electronically; performs screening interviews to determine need(s); performs research in multiple computer programs to direct customer, answer questions, or resolve problems; provides information & assistance regarding agency policies, procedures & resources, program eligibility & benefit status; mails or provides documentation & forms (e.g. verifications of income & eligibility, application forms & appointment letter, referrals); renders assistance as necessary to complete forms; makes referrals to other work units, agencies & community resources, enters data or information regarding activities into appropriate computer program (e.g.: OB, etc.). Screens applicants for supportive services related programs (e.g.: PRC, etc.); performs screening interviews with customer to—determine needs, household composition, income & resources; completes appropriate data entry, printing screens & gathering paperwork necessary for application processing; schedules interview appointment or refers to appropriate case management staff for eligibility determination, follows established process for filing paperwork & applications. Determines eligibility for one-time assistance programs (including but not limited to PRC). Arranges and provides travel to scheduled appointments, etc. (including but not limited to NET or ERT). Schedules and maintains calendar for appointments, hearings, meetings, conferences and interviews as directed. Performs routine clerical duties as needed (e.g.: keyboarding of correspondence, sorting cases, case materials or mail; distribution of files, material or mail; typing envelopes & mailing correspondence, making photocopies). Backup to daily document delivery from agency to agency as well as pick up and delivery of documents, etc back to our agency as needed. Monitors the NET mailbox for transportation requests form NET vendors and responds appropriately. Processes supportive services invoices which includes verifications, billing requests, etc. Oversee routine maintenance on all agency vehicles. This could include scheduling repairs, filling vehicles with gas, etc. Identifies & collects records as instructed for review (e.g.: Quality Assurance); gathers, collates & enters data into computer program, creates & distributes reports. Attends staff meetings, training & conferences as assigned. Receives, verifies and posts information into various system(s) (e.g.: OB, PRC Reporting Tool, etc.). Note: Screening interview for this position is defined as a brief question and answer session, typically conducted in a relatively informal manner.</p>	<p>Knowledge of: human relations, office practices & procedures, agency policies & procedures, government structure & process, law (re: confidentiality & public records, etc.); Skills in: typing, proficient use of personal computer programs (e.g.: WORD, Excel, etc.), proficiency in State network programs (e.g.: Outlook, OB, EDMS, etc.); Ability to: define problems, collect data, establish facts & draw valid conclusions, recognize unusual or threatening conditions & take appropriate action, carry out detailed but basic written or oral instructions, deal with problems involving several variables in familiar context, define problems, collect data, establish facts & draw valid conclusions, complete routine forms, maintain accurate records, use proper research methods in gathering data, answer routine telephone inquiries from the general public, handle sensitive inquiries from & contacts with officials & general public, read, copy & record figures accurately, copy materials accurately & recognize grammatical & spelling errors. Conducts one's self with courtesy, respect and consideration towards the public and coworkers at all times. Ability to work with others. Demonstrates regular, punctual and predictable attendance. Maintain valid Ohio driver's license & insurability through County liability coverage. Meet Federal and State requirements regarding system(s) security (such as requirements concerning FTI, HIPPA, etc.).</p>
10%	<p>Other duties as assigned by Supervisor and/or Director.</p>	

MINIMUM CLASS REQUIREMENTS: (including license, if any) Associate Degree with core coursework in one of the following: human services; social services; education; business administration; public administration, (or equivalent field of study); OR A Certified Life Coach (or equivalent certification/licensing); OR A minimum of one year of related experience in assessment and interviewing techniques and one year of related experience in utilizing a case management approach to serve client needs for supportive services (or equivalent mixture of course work and work experience). Acceptable "equivalent" is at the sole discretion of the Agency.

SIGNATURE OF AGENCY DIRECTOR/ADMINISTRATOR: 	DATE 4/2/2026	FOR BARGAINING UNIT POSITIONS: PROVIDED COPY TO CHIEF UNION STEWARD ON: 4/2/26 Date BY: <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Hand Delivered  SIGNATURE OF AGENCY REPRESENTATIVE
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