



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**FAMILY SERVICES AIDE**  
(SOCIAL WORK SERVICES)  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under close supervision, this position is responsible for providing social work support services to families of the Department of Human Services. Reports to the Family Services Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Assists with providing assessments of family needs by developing and implementing service plans to address the needs of children, the elderly and the disabled; counsels and provides services to individuals and families by focusing on family preservation and family reunification, monitoring progress of clients, planning for adoption and emancipation and implementing court ordered services.

Assists with making referrals for services by being knowledgeable of local services and resources, working with service providers in the community, serving on interagency service assessment teams, serving as a client advocate in accessing services and working with other agencies such as schools, courts and mental health providers.

Assists participants with general employment activities, such as completing job applications, resume writing and identifying job leads following applicable policies; assists in group assessments with service planning, case documentation, issuance of supportive services and referrals to community resources; transports participants to and from court and medical appointments, visitation, job readiness classes and self-directed job searches; provides clerical assistance on special projects and hotline.

Attends and coordinates related meetings, and assists with seeking resolutions to crisis situations for families and individuals regarding personal safety, shelter, food and clothing. Attends in-service and other training sessions and conferences; develops and maintains rapport with customers, other organizations and the general public.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services - General knowledge of benefits programs and policies including federal, state, and local regulations related to social work. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving routine matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## **REQUIRED ABILITIES**

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication - Excellent ability to communicate ideas and proposals verbally and in writing effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.

## **EDUCATION AND EXPERIENCE**

Requires an Associate's Degree in a related human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling) and one (1) year of related experience or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers