

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: FAMILY SERVICE CASE AIDE

Reports To: Designated Supervisor

UW Job Code: 4301

UW Job Family: 32 – Administrative Support

SOC Code: 21-1093

FLSA: Non-exempt

Pay Grade: 17

Date: 5-15-15

JOB PURPOSE:

Assist in providing client services and support for families. Assist clients in identifying and obtaining available financial support, benefits, social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide information or refer individuals to public or private agencies or community services for assistance.
- Maintain records and prepare reports concerning visits with clients.
- Assist clients with preparation of forms.
- Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures.
- Interview individuals or family members to compile information regarding family history.
- Consult with and assist supervisor concerning programs for individuals and families.
- Accompany clients to appointments, pharmacy, or other related service entities, using University automobile.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Attend and participate in training and other professional development activity.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.

COMPETENCIES:

- Attention to Detail
- Sensitivity
- Meeting Membership
- Influence
- Quality Orientation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Associate's degree**

- **Bachelor's degree in social science or nursing is preferred.**

Experience: **None**

Required licensure, certification, registration or other requirements: **Valid driver's license**

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong oral and written communication skills.
- Good organizational skills.
- Excellent interpersonal skills and commitment to customer service.
- Ability to work effectively in a culturally diverse environment.
- Ability to manage and meet deadlines.
- Active listening skills.
- Critical thinking skills.
- Knowledge of applicable Federal and State laws and regulations.
- Ability to work with computers and software related to the position.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods.
- Knowledge of group behavior and dynamics, societal trends and influences.
- 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.
- 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.

WORKING CONDITIONS:

- May be required to work a flexible schedule, including nights, weekends, and holidays.
- May be required to work an on-call schedule.
- Work is normally performed in a typical interior/office work environment.
- No or very limited exposure to physical risk.
- No or very limited physical effort required.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.