



---

**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 30112**

**UNIT SUPPORT WORKER 2**

**OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES**

**EFFECTIVE**

**MAY 5, 2002**

The duties are arranged in order of importance. However, the specific duties and frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Unit Support Worker 2 may not perform all of the duties listed. However, it is mandatory that the first duty (I) be performed a minimum of 20% of the time.



---

## **Summary of Essential Duties**

The primary purpose of the Unit Support Worker 2 position is to assist Client Services personnel (e.g., Social Services Workers, Child Support Case Managers, Investigators, Eligibility/Referral Specialists) by assisting, interviewing and screening incoming public assistance applicants. This classification also performs general clerical duties and provides assistance to Client Services personnel. In some county departments of job and family services, employee will also determine eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]). In some county departments of job and family services, employees provide and/or arrange transportation and at-home services to clients.

### **Duties**

Frequency: 85% +/-15%

- I. Assists, interviews, and screens incoming Agency clients and performs general clerical duties (e.g., files; obtains records; schedules appointments; issues letters) and provides technical assistance to Client Services Workers in completing case work. In some county departments of job and family services, also determines eligibility for emergency assistance and self-sufficiency assistance programs (e.g., Prevention, Retention and Contingency services [PRC], Family and Children Emergency Services/Emergency Services Assistance Allocations [FACES/ESAA]) which includes interviewing applicants, collecting necessary program verifications, documenting client needs, discussing service alternatives, assisting in the location of goods and services, making contacts with service providers, and initiating referrals as assigned. In some county departments of job and family services, employee also provides and/or arranges transportation and at-home services to clients.

Frequency: 15% +/- 5%

- II. Assists clients by taking incoming telephone requests and making referrals to appropriate services and personnel.



---

**ADDITIONAL DUTIES FOR THE  
JOB CLASSIFICATION OF  
UNIT SUPPORT WORKER 2**

**NOTE:** The following additional duties include functions that may be performed by some, but not the majority of individuals in this classification.

- I. Processes and follows up on clients participating in the medical card program.
  - A. Gathers information from new applicants (i.e., health/medical information, demographics, personal transportation) and records information on computer system (i.e., CRIS-E).
  - B. Visits clients at their home (i.e., home visits), if they have failed to make their doctor's appointments or agency appointments, as prescribed by CDJFS.
  - C. Confers with Children's Services, per supervisors request, if the client does not follow program prescribed by CDJFS.
  - D. Maintains client file, containing copies of follow-up letters, client responses to follow-up letters, agreements between client and agency, and invoices (i.e., medical appointments, child care).



**KSA'S FOR THE  
JOB CLASSIFICATION OF  
UNIT SUPPORT WORKER 2**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
<b>I</b>	Office practices and procedures; Computer operations; Signs of fraud; Office equipment; Mailing procedures; Typing principles; Word processing functions; Intermediate mathematical principles; Data entry functions; Social welfare issues; Organizational meetings, conferences and training sessions; Client services program implementation; Automobile operation; Cleaning and janitorial functions; Basic purchasing practices (e.g., purchasing groceries for others); Transportation and at-home client services offered by Agency; Forms, bills, etc. of clients.	Typing; Oral communication; Organization; Interviewing; Performing computer operations; Operating photocopier; Operating automobile; Cleaning; Planning and preparing meals.	Give or exchange facts or routine information; Counsel others involving simple or routine matters. Answer routine questions/inquiries; Maintain accurate records; Complete forms and applications; Refer clients to appropriate personnel; Interview others; Monitor applicants while completing forms; Explain technical issues to others; Use computers; Enter data into keyboard (i.e., typing). Perform a full range of standard clerical assignments; Type letters; Determines services clients need; Determine eligibility for clients; Use office equipment (e.g., photocopier); Write reports; Type case summaries and case records; Handle contacts with outside Agencies; Perform intermediate mathematical operations. Answer telephone; Assist clients with paperwork; Maintain supply of forms; File material numerically, alphabetically, and/or chronologically; Check for fraud; Exert considerable to heavy physical effort to clean; Listen for problems or issues and provide responses or explanations; Clean laundry; Purchase groceries; Complete forms and other paperwork (e.g., bills); Drive an automobile; Operate cleaning equipment; Work with the physically and mentally challenged; Work with the sick; Plan and prepare meals; Run errands; Mop, sweep, and vacuum floors; Dust; Feed clients.
<b>II</b>	Computer operations; Information Referral Services rotation; Office practices and procedures; Social welfare issues; Interviewing skills; Regulations for assigned programs.	Writing; Oral communication; Organization; Computer operations.	Give or exchange facts or routine information; Maintain accurate records; Complete forms; Deal with problems in an unfamiliar context; Use computers; Enter data into a keyboard (i.e., typing).



---

### **Minimum Qualifications**

- Twelve months experience as a Unit Support Worker 1, 30111 and a valid driver's license.
  
- Or formal education in arithmetic that includes addition and subtraction, and reading and speaking common English vocabulary, one course or six months experience in typing, keyboarding or word processing, and a valid driver's license. Also requires an additional twelve months experience in typing, keyboarding or word processing and working in an office environment handling in-person and/or telephone contacts with clients, customers and/or general public.

**Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

### **Unusual Working Conditions/Hazards**

Failure to secure appropriate services for clients could, although extremely unlikely, result in physical harm to the client (e.g., lack of food, shelter, proper clothing, medication, etc.). The incumbent is also responsible for the physical safety of clients when transporting them to and from scheduled appointments. Additionally, the position involves some exposure that requires special safety precautions and protective clothing. For example, the individual works with various cleaning supplies or other irritant chemicals that would require the individual to wear gloves. In addition, the incumbent could be exposed to contagious diseases while working with clients.