

## HUMAN RESOURCES AIDE

This is beginning level paraprofessional work in local departments of health, mental health, and social services, and in the Division of Vocational Rehabilitation. Work primarily involves transporting clients or their children for a variety of purposes such as escorting to medical appointments, pharmacy, or field trips. Work may include other basic assignments such as assisting clients with light housekeeping, feeding, and routine personal care; directing client flow and gathering limited data in clinics; assisting in some setting up of meals, naps, or supervising children at play in day care centers; or leading recreation activities. Employee may be requested to observe specific conditions in cleanliness or personal needs of clients.

### I. DIFFICULTY OF WORK:

Complexity - Work is limited to transporting clients and/or similar basic supportive assignments. Work process and procedures are standard and repetitive.

Guidelines - Duties are performed within limits of local policies and daily supervisory instructions.

### II. RESPONSIBILITY:

Consequence of Action - Employees have responsibility for clients and/or the family when they are providing transportation; actions may make the difference in whether a client conveys to a physician the real problem he is experiencing or whether the client clearly understands or remembers the physician's instructions.

Review - Work is reviewed daily by the treatment team or professional supervisor, usually upon completion. Medical or clinical problems are referred to the professionals.

Accountability - A high percentage of the work occurs in direct relationship with the client(s) in the care, the day care or health center, etc., but when assignments require sharing or obtaining information from schools, doctors, clinics, etc., there is an opportunity of generating a view of the services provided by the local department.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Work is with a variety of clients ranging from mentally ill, to elderly and disabled and their children. Type of information is limited to general conversation and how the client is doing or what needs he has.

Purpose - Information is exchanged in order to assist clients in explaining their needs to agencies and to assist them in understanding the medical instructions or program plans.

### IV. WORK ENVIRONMENT:

Nature of Working Conditions - Work requires being in homes of indigent families, mental clients or drug addicts who may have limited resources or know how; this condition may be unsanitary or unsafe.

Nature and Potential of Personal Hazards - Employees have occasional contact with a hostile person or drug addict in need of medical attention who is verbally abusive to the employee. Familiarity with the overall problems of the client and exercise of tact decreases potential for physical harm.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Ability to transport clients safely and efficiently; to relate to the clientele served; to follow written and verbal directions; to record basic data; report observations to supervisor; and to perform required physical tasks.

Minimum Training and Experience - Demonstrated possession of abilities listed above.

Necessary Special Qualifications - Valid driver's license or chauffeur's license as applicable.

Special Condition for Continued Employment - If applicable, registration as a Nurse Aide by the North Carolina Board of Nursing within four months of employment.