



---

**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 30111**

**UNIT SUPPORT WORKER 1**

**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 the 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 1 may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.



### **Summary of Essential Duties**

The primary purpose of the Unit Support Worker 1 position is to provide and/or arrange transportation and at-home services to clients, AND/OR perform general clerical duties for Client Services personnel, AND/OR greet and assist persons applying for agency programs and services. The Unit Support Worker 1 assists clients by providing basic services, such as transportation to and from appointments, cleaning laundry, cleaning houses.

#### **Duties**

Frequency: 90%+/- 10%

- I. Provides and/or arranges transportation and at-home services to clients, AND/OR performs general clerical duties for Client Services personnel, AND/OR greets and assists persons applying for agency programs and services.

Frequency: 10% +/- 5%

- II. Assist clients by taking incoming telephone requests and making referral to appropriate service or personnel.



---

**ADDITIONAL DUTIES  
FOR THE JOB CLASSIFICATION OF  
UNIT SUPPORT WORKER 1**

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

- I. Assists the Chore Worker in providing direct services to clients.
  - A. Mows lawns, cleans windows, etc. for clients who request services.
  - B. Conducts appliance checks in the absence of the Chore Worker.
    - 1. Travels to clients' homes and determines whether appliances are working.
    - 2. Reports status of the appliance to the Social Services Supervisor.



**KSA'S FOR THE  
JOB CLASSIFICATION OF  
UNIT SUPPORT WORKER 1**

| DUTY      | KNOWLEDGE   | SKILLS   | ABILITIES  |
|-----------|---|--|--|
| <b>I</b>  | Client services program implementation;<br>Automobile operation;<br>Cleaning and janitorial functions;<br>Basic purchasing practices (e.g., purchasing groceries for others);<br>Social welfare issues;<br>Transportation and at-home client services offered by Agency;<br>Intermediate mathematical principles;<br>Office practices and procedures;<br>Mail procedures;<br>Typing principles;<br>Word processing functions;<br>Income verification forms;<br>Office equipment (e.g., copier);<br>Forms, bills, etc. of clients. | Oral communication;<br>Organization;<br>Operating automobile;<br>Cleaning;<br>Typing;<br>Word processing;<br>Planning and preparing meals. | Exert considerable to heavy physical effort to clean;<br>Give or exchange facts or routine information;<br>Listen for problems or issues and provide responses or explanations;<br>Clean laundry;<br>Purchase groceries;<br>Complete forms and other paperwork (e.g., bills);<br>Drive an automobile;<br>Operate cleaning equipment;<br>Work with the physically and mentally challenged;<br>Work with the sick;<br>Plan and prepare meals;<br>Run errands;<br>Mop, sweep, and vacuum floors;<br>Dust;<br>Perform intermediate level mathematical operations;<br>Perform a full range of standard clerical assignments;<br>Maintain accurate records;<br>Complete income verification forms;<br>Type correspondence;<br>Type reports;<br>Sort, stamp and date mail;<br>Photocopy documents;<br>Update information in files;<br>File material numerically, alphabetically, and/or chronologically;<br>Feed clients. |
| <b>II</b> | Computer operations;<br>Office practices and procedures;<br>Information Referral Service rotation;<br>Typing principles;<br>Social welfare issues.  | Oral communication;<br>Organization;<br>Typing;<br>Computer operations.  | Determine services client desires to receive;<br>Refer clients to other Client Services employees when appropriate;<br>Give or exchange facts or routine information;<br>Maintain accurate records;<br>Complete forms;<br>Deal with problems in an unfamiliar context;<br>Use computers;<br>Enter data into a keyboard (i.e., typing).   |



---

### **Minimum Qualifications**

- Formal education in arithmetic that includes addition and subtraction, and reading and speaking common English vocabulary. Also requires one course or six months experience in typing, keyboarding or word processing and a valid driver's license.

**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 which would require the individual to wear gloves. In addition, the incumbent could be exposed to contagious diseases while working with clients.