



Ramsey County Community Human Services - Volunteer Services Unit  
160 East Kellogg Boulevard, Room 9800  
St. Paul, Minnesota 55101-1494  
Telephone: (651) 266-4090 Fax: (651) 266-4439

# **VOLUNTEER SERVICE DESCRIPTION**

## **Social Services Assistant**

### **Purpose:**

To support and supplement agency staff in the provision of services. Volunteers will be placed with various units, across service divisions based on the volunteer's skills, interests and abilities, and the needs of the department.

### **Duties/Responsibilities:**

Universal duties/responsibilities—

- To maintain client confidentiality.
- To maintain appropriate boundaries.
- To interact with clients in a friendly and professional manner.
- To attend meetings and training as assigned.

Will also include 1 or more of the following activities, depending on the needs of the unit in which the volunteer is placed—

- To assist with clerical/administrative duties, such as:

Organization of resource files/filing systems	Mail handling
Filing	Disposing of records by shredding
Data collection/entry	Photocopying
Telephone coverage	Assembly of information packets
- To locate vendors or community resources.
- To conduct and document home visits.
- To assist staff or clients with form completion
- If the volunteer is multi-lingual: To assist human services staff to effectively and efficiently serve non-English speaking clients by translating and reverse translating Cambodian, Hmong, Russian, Somali, Oromo, Spanish or Vietnamese and English.
  1. Translates Cambodian, Hmong, Russian, Somali, Oromo, Spanish or Vietnamese language into English and English into Cambodian, Hmong, Russian, Somali, Oromo, Spanish or Vietnamese language to assist human services personnel in communicating with Cambodian, Hmong, Russian, Somali, Oromo, Spanish or Vietnamese speaking clients.

2. Takes client histories, makes appointments, explains procedures and practices, and performs related duties requiring the giving or receiving of information.
  3. Assists in preparations for client's visits by organizing records and performing related duties.
- \*To provide non-emergency transportation for RCCHS clients to/from medical and/or social service appointments.
    1. To provide transportation services to RCCHS clients with your personal vehicle.
    2. To ensure that all passengers use seatbelts as mandated by law.
    3. To ensure that all passengers less than 18 years of age and/or under a height of 4 feet are seated in the back seat of the vehicle.
    4. To ensure that all children less than 4 years of age or 40 pounds in weight are seated and secured in a properly installed federally approved child car seat.
  - If the volunteer is placed with a Child Protection Unit: To monitor supervised visits between children who are under the care of the Child Protection Unit and their parent(s) who have been determined to be of a lower risk.
    1. To document the content of the visitation experiences of children with their parent(s), other relatives and prospective foster homes.
    2. To assess the quality of the interactions and document the responses of the children to these interaction.
    3. To ensure that a supervised visit will not occur if the parent(s) are under the influence of alcohol or other mood altering substances.
    4. To communicate respectfully with all parties involved in the visit.
    5. To intervene on behalf of the children if the visit becomes negative, or abusive by redirecting when possible and terminating the visit if necessary.

**Qualifications:**

- Must be at least 18 years of age.
- Ability to respect and maintain confidential information.
- Cooperative attitude.
- Willingness to learn new skills.
- Must be punctual, dependable and reliable.
- Ability to read and write in English; the ability to speak a second language is desirable.
- Ability to follow verbal/written direction.
- Ability to alphabetize.
- Ability to operate office equipment such as a copy machine, fax machine, document shredder, multi-line telephone system, etc...computer skills are desirable.

- Must possess the ability to work with a variety of people.
- Ability to establish effective working relationships with clients and staff.
- Ability to clearly communicate with both the client(s) and staff.
- Must possess a basic understanding of client/staff/volunteer boundaries.
- Must be sensitive and responsive to client(s) needs.
- Skilled in listening.
- Skill in verbal communication.
- Skilled in the observation of body language and other nonverbal communication.
- Post secondary education in a human services or related program is desirable

\*Transportation duties and related requirements (A potential volunteer will not automatically be disqualified from consideration for placement if he/she is unable to perform this function).

- Must possess a valid Minnesota driver's license.
- Must have a clear driving record, free of revocations, suspensions or cancellations for moving violations with no alcohol related offenses for the past 3 (three) years.
- Must successfully complete the initial transportation program training, and attend/participate in additional on-going training as directed.
- Must maintain personal automotive insurance that minimally provides liability insurance in the amount of at least \$50,000.00 (fifty thousand dollars) per person, \$100,000.00 (one hundred thousand dollars) per occurrence and \$10,000 (ten thousand dollars) for property damage.
- Must maintain vehicle in good mechanical and operational order with fully functioning seat belts.
- First Aid/CPR certification(s) is desirable.

**Time Commitment:**

The minimal commitment for the Social Services Assistant is 6 months in the position. Scheduling is flexible and is arranged with supervising staff. Shifts are scheduled Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m.

**Location:**

May be placed in units within the Ramsey County Government Center East or Bigelow Building. Supervised visits are conducted at County facilities. Clients may be transported within Ramsey County to/from their homes to medical and social service appointments.

**Supervisory Plan:**

Volunteers serving in the capacity of Social Services Assistant are under the direct supervision of his/her assigned staff person with additional support and guidance provided by the Volunteer Services

Coordinator. The Volunteer Services Coordinator, in cooperation with other agency staff, will provide general orientation and position specific training.

**Benefits:**

- Opportunity to learn new skills, or to maintain existing skills.
- Opportunity for professional networking.
- Opportunity to make a contribution and have a positive impact on the services provided to the citizens of Ramsey County.
- Opportunity for personal growth.
- Sense of accomplishment.
- Sense of personal satisfaction.
- Orientation and training.
- Reimbursement for mileage.
- Reimbursement for parking expense, or bus fare.
- Meal allowance for shifts greater than 6 hours.
- Eligible to receive, upon request, 2 complimentary tickets (per month) to the Omni Theater at the Science Museum of Minnesota for the 6:00 p.m. show on the last Thursday of the month.
- Eligible to participate in driver's training programs through the Minnesota Safety Council at discounted rates.