

**SOCIAL SERVICE ASSISTANT
(Time-Based)**

APPENDIX A

O*NET CODE 21-1093.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

Assist other social and human service providers in providing client services in a wide variety of fields.

Alternative Social Service Assistant job titles: Advocate, Residential Care Assistant, Social Services Aide, Social Work Assistant, Case Work Aide.

WORK PROCESSES*

	Approximate Hours
A. Workplace Orientation	100
1. Maintain compliance with all standards of the workplace.	
2. Describe workplace organizational structure.	
3. Understand and follow appropriate workplace policies and procedures, adhering to all local, State, and Federal regulations.	
4. Become familiar with workplace computer, software, and database applications.	
5. Engage in all administrative tasks (scheduling, notetaking, maintaining records, etc.) as necessary.	
6. Understand quality assurance and compliance with governing agency(ies).	
B. Professional Conduct and Responsibility	300
1. Behave in an ethical manner by adhering to established professional codes of ethics and standards of practice.	
2. Handle difficult conversations while maintaining a calm and professional demeanor.	
3. Communicate with supervisors, coworkers, and clients in a professional and courteous manner.	
4. Maintain effective relationships with professional, governmental entities, and community groups through open communication and supportive involvement to advocate for appropriate resources.	

5. Inform supervisor of unusual incidents or situations and report any problems in accordance with workplace procedures.
6. Develop and maintain appropriate and professional client relationships.
7. Build a rapport with others through active listening and asking open ended questions.
8. Demonstrate the ability to communicate information and ideas with clients in plain language.
9. Practice conflict resolution and learn to compromise in a respectful manner.
10. Demonstrate ability to work both independently and in a group setting, with multiple distractions.
11. Participate in any training and team building activities, as necessary.
12. Demonstrate ability to think critically and address problems in a resourceful manner.
13. Demonstrate ability to take initiative, make decisions, and discern when a supervisor is needed.
14. Recognize any personal biases, feelings, or concerns, and how to prevent them from interfering with the work process.

C. Intake/Screening Process (optional)**

250

1. Understand the intake and screening process for new clients to assist in determining which services are appropriate.
2. Understand how to address clients in a trauma informed manner.
3. Participate in client interviews to gather information (such as personality, cultures, lifestyles, gender, etc.) to support an intake or discharge.
4. Assist in providing clients with an orientation of services (such as: rationale; patient/client expectations and rights; purpose and procedures; emergency protocols; etc.) to promote understanding.
5. Answer questions about available services or refer clients to appropriate agencies.

D. Identify Benefits and Services

400

1. Become familiar with the benefits, and social and community services, a client may be eligible for.
2. Develop knowledge of public and/or private agencies to assist clients in meeting their goals.
3. Establish contact with other service providers, as applicable.
4. Assess client's needs and discuss available programs and services that would be beneficial in meeting their needs and development, such as:
 - a. Medical care services (e.g., Medicaid and Medicare)
 - b. Social services
 - c. Housing
 - d. Public assistance (e.g., Supplemental Nutrition Assistance Program (SNAP) benefits)
 - e. Rehabilitation services
 - f. Disability services
 - g. Dependent care
 - h. Transportation services
5. Consult with supervisors, counselors, and other service providers to provide information, or refer clients, to public or private agencies or community services for assistance.
6. Explain the purpose and benefits of services and encourage clients to participate in programs and take advantage of such services.
7. Assist clients on how to access programs and information on available benefits and services; obtain client-informed consent by explaining the need for services.
8. Support clients in contacting public or private agencies to access supportive information and services.
9. Assist clients with preparation of forms and other documentation.

E. Case Planning

400

1. Assist in developing and reviewing case records, and work with case managers to create an individualized case plan.
2. Understand the key components in developing an individualized case plan to include client needs, goals, and interests, with client input.

3. Participate in case conferences with supervisors and case managers by providing input regarding clients' progress and areas of concern.
4. Identify situations of crisis and how to handle life threatening emergencies, per established protocols.
5. Assist clients in preparing required paperwork to apply for assistance programs.
6. Provide guidance, coaching, and support to ensure clients are receiving necessary services and support.
7. Follow up with clients to ensure they are receiving proper services, addressing their needs and any concerns/questions that arise.
8. Collaborate with supervisors, counselors, and other service providers to create a discharge plan to ensure continuity of care.

F. Participate or Assist in Discussions and Programs

300

1. Assist in developing and conducting programs and events on topics such as: health education, substance abuse and prevention; stress management; appropriate communication skills; mental hygiene; etc.
2. Facilitate activities, classes, and programs, and follow lesson plans and curriculum as applicable.
3. Participate in group discussions, mentoring programs, and counseling sessions, as needed.
4. Encourage clients to participate in available programs and activities and provide education to clients about self help and peer support.
5. Engage in goal-oriented discussions and encourage supportive interaction.
6. Promote the exchange of diverse views, respect the opinions and feelings of others, and utilize techniques to facilitate and redirect conversations.

G. Documentation and Record Keeping

250

1. Follow workplace policies and procedures related to confidentiality, including the Health Insurance Portability and Accountability Act (HIPAA).
2. Organize and maintain records (such as client information and case files) per workplace policy.

3. Maintain records of interactions, outcomes, and resolutions with clients per workplace policy, and prepare reports, if applicable.
4. Maintain daily activity logs (if applicable).
5. Assist with documenting client progress using clear and concise language.
6. Complete unusual incident reports, when necessary

Approximate Total Hours 2000

In accordance with New York State Education Law Section 7701, only licensees, permit holders, or authorized individuals may engage in clinical social work practice, including, but not limited to, diagnoses and psychotherapy. It is the responsibility of the sponsor to ensure that apprentices not engage in any activities within the scope of practice of licensed professionals not authorized by the New York State Education Law.

*Apprentices working in correctional facilities unable to perform certain tasks will devote the hours to further master the other tasks and work processes in this outline.

**If optional work processes are not selected, the hours should be devoted to further mastery of the required work processes.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>

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APPENDIX B

RELATED INSTRUCTION

Workplace and Safety

1. Basic Workplace Safety and Workplace Policies
2. Knowledge of Local State and Federal Guidelines
3. First Aid and CPR (6.5 hours)
4. Sexual Harassment Prevention-must comply with section 201-g of the Labor Law

Trade Theory and Science

1. Psychology
2. Sociology
3. Counseling and Counseling Theories
4. Mediation
5. Human Development and Behavior
6. Social Work
7. Social Theory
8. Social Behavior
9. Mental Health and Hygiene
10. Health Education
11. Substance Abuse Prevention
12. Diversity, Equity, and Inclusion
13. Community Resources and Supports
14. Public Assistance Services
15. Recreation
16. Preparing Forms and Reports
17. Interviewing Skills
18. Crisis Prevention Techniques
19. Trauma Informed Care
20. Components of Case Planning
21. Job Search and Development Strategies

Job Skills

1. Computer Skills
2. Basic Office Knowledge and Applications
3. Verbal and Written Communication Skills
4. Presentation Skills
5. Time Management Skills
6. Critical Thinking and Problem Solving
7. Interpersonal Relationships
8. Public Speaking Skills
9. Customer Relations

A minimum of 144 hours of Related Instruction is required for each Apprentice each year.

Appendix B topics are approved by New York State Education Department.