

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
Child Welfare Case Aide/Front Desk

Position Title: Child Welfare Case/Office Aide

Date Approved: 6/28/2019

Date Revised: 7/30/2024

Date Revised: 9/30/2025

Position Summary

This position is responsible for taking abuse and neglect reports for child protection and adult protection as deemed necessary. This position serves as a Case Aide to caseworkers and includes supervising/monitoring visitations, transporting children, providing life skills to families, and support staff to caseworkers. This position also serves as the backup to the front desk.

Reports To: Child Welfare/Finance Officer

Experience and Qualifications

- 1) High School Diploma

Competency/Skill Requirements

- 1) Ability to communicate effectively using both verbal and written communications skills.
- 2) Ability to be flexible to new situations encountered.
- 3) Ability to manage more than one task and duty simultaneously.
- 4) Ability to use common office machines, including standard personal computer software programs and specialized state and county software.

General Duties

- 1) Takes abuse/neglect reports and enters them into the State system
- 2) Transports clients
- 3) Supervises family time
- 4) Provides life skills
- 5) Supports department staff

Key Responsibilities and Duties

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

Duties may include, but are not limited to, the following:

- 1) Arrives at work or at assigned locations punctually and attends work with minimal absences
- 2) Accurately records time worked for purposes of compensation.
- 3) Maintains a constructive working relationship between and among employees at all levels of the organization.
- 4) Works effectively both independently and as a member of a team.

- 5) Works professionally with others, both inside and outside of the organization.
- 6) Takes child protection referrals and enters them into the system. Takes adult protection referrals on an as needed basis and provides that information to the adult protection caseworker.
- 7) Supervises safe and appropriate family time for children in out of home placement with their biological family. These may occur in the office, community and the client's home.
- 8) Develops family time calendars for children in out of home placement. This includes coordinating visits with the child, foster parent and biological family.
- 9) Provides identified families with life skill services to include things such as budgeting, parent education, household management, meal planning, etc.
- 10) Provides transportation for clients. This includes transporting children in out of home placement to supervised visitation, and medical appointments. When deemed appropriate, transportation of biological family members will occur on an as needed basis.
- 11) Assists caseworkers and Child Welfare Supervisor in various duties, such as, but not limited to filing, scanning, making referrals, gathering information, completing foster care training certificates, completing background checks, requesting records, redacting records and printing/emailing reports to District Attorney.
- 12) Enters documentation timely into the State system.
- 13) Obtains and maintains Hotline Certification by completing required yearly trainings and entering them into the required system.
- 14) Acts as EBT issuance clerk.
- 15) As requested, provide support to other divisions within the Department.
- 16) Provide daily back up at the front desk for breaks, lunches, etc. in addition to full days when needed.
- 17) Prepares documents for scanning and completes scanning upon request. (CW, CS, Eligibility)
- 18) Attends scheduled unit and Departmental staff meetings
- 19) Participates in county and state trainings as required.
- 20) Provides transportation of clients as needed.
- 21) Administers urine and saliva tests on clients as needed.

Working Environment

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential to successful completion of typical duties. Common eye, hand, finger dexterity is required. Mental application utilizes memory for details, complex instructions, emotional stability, creative problem solving. Limited lifting in the office of files and supplies not to exceed 40 pounds.

Safety Equipment

Proper use of all equipment in and out of the office and department vehicles.

Supervision Responsibilities: ☒ No ☐ Yes

Nature of Supervision: N/A

Equal Opportunity

Yuma County is an Equal Opportunity Employer and ensures equal employment opportunities are provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training and other benefits, terms and conditions of employment in a manner which does not discriminate on the basis of race, color, religion, sex, gender identity, national origin, age, disability, political affiliation or belief, veteran status, or any other non-merit factor.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE
AN EMPLOYMENT AGREEMENT**

Nothing in this job description restricts Yuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. Those functions may change at any time as the needs of the County change or for other reasons deemed appropriate. This does not constitute a contract, written or implied, between the County and any County employee. No employee should consider these guidelines as a contract. Yuma County does not guarantee any specific term or length of employment. All employees of the County are "at will employees".

I, _____ have read this job description for the Yuma County Department of Human Services Case/Office Aide. To the best of my knowledge, I am able to perform all duties of the job as described.

_____/_____
Employee Date

_____/_____
Supervisor Date