

CASE AIDE EVALUATION

SECRETARIAL SKILLS

1. Able to compose correspondence, memos and documents from general instructions.
2. Types accurately.
3. Able to open and sort mail accurately and in a timely manner.
4. Completes assignments in a timely manner.
5. Files materials accurately and in a timely manner.
6. Answers and screens telephone calls in a professional manner.
7. Exercises considerable judgment in transferring telephone calls and scheduling appointments.
8. Able to transcribe materials from mechanical recording device.
9. Able to accurately enter caseload data in database program (if required).

OTHER OFFICE SKILLS

1. Demonstrates thorough knowledge of office practices, procedures and equipment.
2. Demonstrates thorough knowledge of English, punctuation, grammar, spelling and word usage.
3. Demonstrates working knowledge of word processing equipment, programs, and procedures.
4. Able and willing to assist in planning, reviewing and refining office management practices.
5. Demonstrates considerable knowledge of departmental rules, regulations, policies and procedures applicable to office.
6. Demonstrates working knowledge of programs administered by department.
7. Seeks advice and guidance from staff and supervisor when appropriate.
8. Seeks advice and guidance from Central Office administrative staff when appropriate.

CASE MANAGEMENT ASSISTANCE

1. Able to identify and summarize interpersonal issues facing clients.
2. Demonstrates working knowledge of DCF practices, rules and procedures.
3. Demonstrates working knowledge of placement options, therapeutic foster care programs, and in-state and out-of-state residential programs.
4. Demonstrates working knowledge of the dynamics of family interaction.
5. Responds to telephone calls in a timely manner.
6. Prepares status and other reports in a timely manner.

PROFESSIONALISM

1. Demonstrates professional demeanor.
2. Able to establish and maintain effective working relationships.
3. Performs job functions with tact and discretion.
4. Able to communicate effectively with staff, clients, other departments and the public.
5. Able to work independently and exercise initiative
6. Able to work effectively as a team member with other staff.