

ORANGE COUNTY CLASS SPECIFICATION

TITLE: PERSONAL SERVICES ASSISTANT **GRADE:** 06

TITLE ABBREVIATION: PERSNAL SRV ASST **TITLE NO.:** 6497

JURIS.CL: NC **SALARY CODE:** 08 **UNIT:** **EEO CODE:** SM **FLSA CODE:** NE

DEPARTMENT: RESIDENTIAL HEALTH CARE SERVICES **DIVISION:** ACTIVITIES

SUPERVISOR'S TITLE: DIRECTOR OF ACTIVITIES AND VOLUNTEERS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for ensuring residents' shopping needs are met through the Facility's store. Also assists new residents in making a smooth transition into the Facility by performing various functions designed to reduce stress related to the admissions experience. Work is carried out in accordance with established policies and procedures. General supervision is received from the Director of Activities and Volunteers with latitude allowed for the exercise of independent judgment in carrying out the details of the work. Directs the work of volunteers assigned to the Facility's store. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Schedules and directs the work of volunteers assigned to the facility store;
2. Assists residents and family members in selection of clothing and goods available through facility store;
3. Greets new residents and families and introduces to appropriate caregivers and neighboring residents;
4. Records daily sales activity and counts money in cash box;
5. With prior approval, orders merchandise for facility store;
6. Familiarizes residents and families with store policies and capabilities;
7. With approval of supervisor, arranges for traveling clothing and footwear stores for additional activity of shopping;

8. Conducts simple inventory of store stock;
9. Sends purchased items to Laundry for labeling and ensures items are recorded on resident's chart by nursing staff;
10. Maintains simple card file for each resident listing clothing sizes;
11. Reports all pertinent information about the new resident to the appropriate official or caregiver;
12. Visits resident after day of admission to answer any remaining questions;
13. May escort new arrival and family to his/her room and assists with moving-in activities such unpacking and explaining procedures.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of activity programming; good knowledge of admission procedure for new residents; ability to understand directions both orally and in writing; ability to adhere to a prescribed procedure; ability to direct the work of others; ability to establish good working relationships with others; ability to establish rapport with new admissions and members of their family; patience; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Two (2) years of full-time paid experience directing employees or volunteers in the provision of health care or retail services, one (1) year of which shall have included record keeping.

ADOPTED: 6/10/88
REVISED: 2/26/90
JURIS CL UPDATE: 3/17/92
REVISED: 12/12/96 kmg
REVISED: 4/7/00 kmg