

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
CLIENT SERVICES ASSISTANT

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future paraprofessional positions. Positions allocated to this classification function as non-professional support personnel in mental health treatment, health, social services, correctional, and rehabilitation services programs. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses paraprofessional positions. Positions allocated to this class relieve the professional staff of routine, non-professional tasks by providing technical support, on-going client services and community-liaison activities which may represent an extension of program service levels. Positions in this class are responsible for the delivery of client-oriented mental health treatment, health, social services and rehabilitation services functioning in a paraprofessional staff support role.

C. Exclusions

Excluded from this series are the following types of positions:

1. Administrative, clerical and other program support staff positions which are, a majority of the time, engaged in activities related to the expediting of program functions and processes as opposed to the actual provision of client services and positions identified organizationally as part of the office administrative and clerical staff.

2. Positions which perform professional level rehabilitation and/or counseling work a majority of the time and are more appropriately classified by other classification specifications.
3. Positions which meet the statutory definitions of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

## II. DEFINITION

This is paraprofessional work providing direct client services and technical support to the professional staff in mental health treatment, social services, correctional, and rehabilitation programs. The work involves interaction with the client for purposes of assessing client need and applicability of agency services, establishing and maintaining client-agency rapport, and providing, under professional supervision, direct services to the client. Positions provide environmental support and assistive services to clients in facing and resolving problems prohibitive to maintaining viable home and community relationships. Positions may be responsible for initial client contact, agency orientation and follow-up however, the primary work emphasis and the majority time commitment is related to direct involvement in providing on-going services to clients. Work is performed in accordance with prescribed program policy and procedures under the supervision of professional staff.

Positions may also perform duties described in the definition statement under general supervision or direction from professional level staff and the work involves significant community liaison activities as they relate to interpreting program objectives and securing community support and participation.

## III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

## IV. ADMINISTRATIVE INFORMATION

This classification was created on October 16, 1994 and announced in DER Bulletin CC/SC-28 as part of the Professional Social Services Personnel Management Survey. This classification series was abolished and a single-level classification was created on December 10, 2006 and announced in Bulletin OSER-0154-MRS/SC as part of the classification simplification process.

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