



## Fairfield County Ohio

# Social Service Worker 1 - Receptionist

<b>SALARY</b>	\$18.16 Hourly	<b>LOCATION</b>	Lancaster 43130, OH
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	00505
<b>DEPARTMENT</b>	JOB & FAMILY SERVICES	<b>DIVISION</b>	Protective Services
<b>OPENING DATE</b>	12/18/2023	<b>CLOSING DATE</b>	2/7/2024 at 11:59 PM Eastern Time (US & Canada)

### Description

**45%** Operates telephone system to receive, screen, transfer, and document as needed incoming calls to the agency not automatically directed to the Referral Call Center. Utilizes the State Automated Welfare Information System (SACWIS) and the Ohio Database for Adult Protective Services (ODAPS) to access case information and direct callers to the appropriate person. Meets and greets office visitors; utilizes SACWIS and ODAPS to look up necessary client information; directs visitors to waiting area and notifies the appropriate personnel concerning the visitor. Serves as a Protective Services' Customer Service Committee representative and participating member of the Protective Services Threat Assessment Process.

**35%** Oversees assignment of referrals received via email or through online portals. Utilize SACWIS and ODAPS for direct entry of faxed and/or emailed reports into the system as an Intake referral. Completes and sends out mandated reporter letters. Completes direct entry of individual client's medication into SACWIS. Aides service teams within Protective Services with tasks to include scanning and mailing meeting notifications and case closure documentation to community partners and clients. Provides back-up coverage for the completion of case support activities as needed. Completes other assigned duties for the Screening team as needed.

**15%** Performs a variety of routine clerical duties (operates copier to make copies of various documents, manages incoming and outgoing faxes, scans and retrieves documents from the electronic data management system, processes incoming and outgoing mail). Attends training as required. Performs other duties as assigned by Supervisor.

### Duties

The Receptionist will be the initial contact for guests and customers arriving to the Protective Services Department. They will answer and direct phone calls coming into the department outside of the referral call center. The Receptionist position will also assist the department with tasks that include, but are not limited to, controlling incoming faxes, scanning, creating and mailing letters, medication documentation, and support for the entry of referrals. They will be a member of the Screening Team and report to a Screening Supervisor.

### Qualifications

- Completion of undergraduate major core coursework or two years technical training in behavioral science, social science, early childhood development technology, education or related field.

- Or four courses in behavioral science one of which must be in child development or two years experience in behavioral science of which 6 months must be in the area of child development, one course or six months experience in business mathematics, one course or six months in experience in interviewing, one course or six months experience in typing, keyboarding or word processing.

Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.

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**Agency**

Fairfield County Ohio

**Address**

210 E. Main Street

**Phone**

740-652-7880

Lancaster, Ohio, 43130

**Website**

<https://www.co.fairfield.oh.us/>