

Office Assistant/Unit Clerks

(Revised 02/11/22)

[Forms](#)

[Resources](#)

[Intro](#)

[Knowledge, Skills, and Abilities](#)

[Duties](#)

[Duties Not to Be Assigned](#)

[Supervision](#)

[Alignment with SET](#)

Forms

This policy references the following forms:

- 22-12 OA Supervision Tool

Resources

This file references the following resources:

- Tips for OA Supervision Tool This resource provides Supervising OA with prompts for how to use the OA Supervision Tool

Introduction

Office Assistants (OAs) or Unit Clerks are assigned to assist CWS units.

Knowledge, Skills and Abilities

OAs must have the following knowledge, skills and abilities:

- Computer skills including:
 - Microsoft office suite (Word, PowerPoint, Excel)
 - Calendar and scheduling programs
 - Data entry in various systems
 - Customer service
 - Time management and task prioritization
 - Telephone and email etiquette
 - Understand and maintain confidentiality of written and verbal records or information
 - Safety Enhanced Together (SET) practice framework and how the OA role supports positive outcomes for children, youth, and families
 - Demonstrate cultural responsiveness
-

Duties

The following are general types of duties that OAs/unit clerks perform (this is not an all-inclusive list):

- Front desk/reception coverage including phone lines
- Obtaining pronto cards for the SWs
- Typing work-related letters, correspondence, forms and memos
- Editing and emailing daily attendance
- Fiscal duties including submitting requests for pronto cards, petty cash, p-card holder purchases and invoice payment
- Entering and updating Health and Education Passport (HEP) information
- Updating and distributing duty rosters and/or staff unit rosters
- Printing or copying court reports or other documents and entering reports into Justice Electronic Library System (JELS)
- Conducting parent and relative searches
- Submitting vital records requests
- Entering Child and Adolescent Strengths and Needs (CANS) data
- Scheduling drug tests and inputting results
- Tab filing and making new volumes for cases (after purging and organizing)
- Tabulating time studies
- Photocopying
- Processing 15-Day Reviews and court hearing notice sheets, minute orders, or other court documents
- Clearing, sorting, and distributing mail and faxes
- Performing Livescans once certified. See Live Scan Operator Certification
- Researching and conducting limited data entry into the CWS/CMS system
- Maintaining county vehicles, including driving to Fleet services as needed, updating the car reservation system, and ensuring required forms are in the cars
- Creating maintaining and distributing various packets for resources, referrals, placement, etc.
- Participating in unit and other meetings
- Training others in duties above as requested
- Other duties as assigned.

Some regions have additional duties outlined for their clerks.

For the OA job description, [click here](#).

Duties Not to be Assigned

The following duties are **not to be assigned** to OAs/unit clerks:

- Handling any type of non-work related correspondence or business for SWs
 - Going to client homes
 - Being responsible for obtaining client signatures for legal documents (case plans, placement papers, etc.)
 - Going to court to distribute court reports on urgent timelines
-

Duties Not to be Assigned

- Caring for or supervising children brought to the office
- Typing the following forms:
 - Order to Produce Prisoners
 - Court Petitions
 - Errata
 - Pick-Up and Detain requests

Supervision

All CWS staff receive regular supervision. Supervising OA staff may use the 22-12 form to document their supervision with OA/unit clerk staff.

Alignment with SET

This policy supports SET [Value 6](#):

- A proactive workplace culture of reflection, responsiveness, and shared responsibility.
 - A manageable and equitable workload and up-to-date technology to allow for quality work.
 - Appreciate teamwork and a multi-disciplinary approach to practice.
-