

TASK OVERVIEW
Social Services – Non Direct Care

Emotional Demands Factors	Occasional	Frequent	Constant
Verbal aggression behaviours of clients/young persons.	✓		
<i>Comments</i>	In this role you may experience: <ul style="list-style-type: none"> • Negative verbal reactions • Frustrations from clients • Disruptive behaviours towards you and/or others 		
Physical aggression behaviours of clients/young persons.	✓		
<i>Comments</i>	In this role you may experience: <ul style="list-style-type: none"> • Incidents involving destruction of property 		

Physical Demands Factors	Occasional	Frequent	Constant
SITTING		✓	
<i>Comments</i>	Training, Meetings, Computer workstation, driving..		
STANDING	✓		
<i>Comments</i>	Filing, scanning, printing		
WALKING	✓		
<i>Comments</i>	Around Office, from vehicle to clients home or meeting.		
STOOPING	✓		
<i>Comments</i>	All tasks which are situated at below waist height require bending, low drawers or filing cabinets.		
CROUCHING	✓		
<i>Comments</i>	Low based tasks.		
DRIVING	✓		
<i>Comments</i>	Meetings, visiting clients.		
PUSH/PULL	✓		
<i>Comments</i>	Very little		
BENCH HEIGHT LIFT	✓		

Physical Demands Factors	Occasional	Frequent	Constant
<i>Comments</i>	Files or paperwork		
OVERHEAD LIFT	✓		
<i>Comments</i>	Retrieving documents/files from high shelf, weight less than 5kg.		
HANDLING OBJECTS	✓		
<i>Comments</i>	Files		