

## **COMMUNITY SERVICES WORKER**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent is responsible for performing supportive services related to the delivery of services to clients and the implementation of programs administered by the department in which the Community Services Worker is employed. The work is performed under general supervision with some leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision over the work of others is not a function of this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Transports clients to family visits, medical and dental appointments and other locations to obtain needed, planned and prescribed services;

Monitors parent/child visitations and reports findings to professional staff;

Provides clients with assistance or direction while transporting them to appointments;

Provides information on available programs and services, following established guidelines and procedures, to individuals, vendors;

Gathers information and assesses clients' and other service providers' eligibility for available services;

Monitors compliance with various requirements of eligibility programs;

Assists clients with budgeting, shopping, nutritional planning, and other life maintenance skills;

Performs a variety of clerical duties, including but not limited to processing forms, scanning, and entering data on automated systems;

Maintains accurate records and reports regarding all services rendered, contacts, and material distributed, allowing the agency to better manage the client's case plans;

Assures the county car, if assigned, is in ready-to-use condition, reporting deficiencies to the proper authorities for corrective action;

May deliver mail or similar materials between departments and other agencies, when necessary;

May inspect rental properties for general condition; takes pictures and reports on existing damages or conditions.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of community service agencies and resources;

Ability to establish and maintain cooperative and courteous relationships with clients, agency staff and the general public;

Ability to interpret agency programs and goals in a way that

promotes understanding of the agency;  
Ability to lift up to 40 lbs;  
Ability to operate a personal computer and utilize common office software programs;  
Ability to operate a motor vehicle;  
Ability to use scanners, copiers, printers, and other office equipment;  
Ability to understand and empathize with the needs and concerns of others;  
Ability to understand and follow oral and written instructions;  
Ability to read and write English and prepare brief, accurate reports;  
Clerical aptitude;  
Good judgment.

**MINIMUM QUALIFICATIONS:**

- A) Completion of 30 semester credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- B) Graduation from high school or possession of an equivalency diploma and one year of experience dealing directly with the public; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

SPECIAL REQUIREMENTS: Possession of the appropriate driver's license at time of appointment.

R461      7/23/2012  
            Revised 10/15/18

COMPETITIVE