

Department: Social Services
Classification: Non-Competitive
Grade: 4

SPEC DISK E7
DOCUMENT 16

COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position is designated primarily to provide an opportunity for indigent persons including recipients and potential recipients of public assistance to enter into meaningful employment and through experience and training advance to the optimum level of their capabilities. The work is non-professional and non-technical designed to relieve the professional staff of routine but important tasks which are time consuming but enrich the services to the client. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

In the Social Services Section:

Performs specific assignments as delegated in connection with servicing clients in areas of housing, school attendance, home visiting, recreation, transportation, escort, day care, marketing, home management;
May transport clients to hospitals, clinics, doctor appointments or other necessary appointments;
May perform switchboard and reception duties, directing clients to appropriate units within the Agency;

In the Financial Eligibility Determination Section:

Performs specific assignments as delegated, such as, explaining entitlements and other phases of the Department's services to applicants and members of the community;
Acting as interpreter to help clients and workers facilitate the eligibility determination process;
Assisting applicants in completing necessary forms, caring for children while parent is in center;
Gathering routine data and other assignments as designated.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to create an effective bridge between the client group and social services staff; ability to understand and follow instructions; ability to read and write English; sensitivity to the reactions of others; tact; emotional maturity; judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

None are required.

SPECIAL FEATURES OF THE CLASS:

Appointments are to be made for a term not to exceed three years.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATION:

Eligibility for a New York State Driver's License at time of application; possession of license at time of appointment.

Adopted: 10/18/94