

Department: Social Services  
Classification: Non-Competitive  
Grade: 5

SPEC DISK E7  
DOCUMENT 17

### COMMUNITY SERVICES WORKER

*DISTINGUISHING FEATURES OF THE CLASS:* This position involves non-professional functions in a social services agency in support of staff in implementing programs and delivery of services to clients. Duties are carried out under less direct supervision and with greater latitude for exercising independent judgment than allowed a Community Service Aide. The incumbent does related work as required.

*TYPICAL WORK ACTIVITIES:* (Illustrative only)

Provides information, to individuals or groups, pertaining to services offered by public and private agencies;  
Assists clients in completing necessary forms, obtaining eligibility information, proof of births, deaths and marriages;  
Acts as interpreter, if bilingual, to help clients and workers facilitate the intake process;  
May make home visits to follow up on broken appointments or gather routine information;  
Assists clients in areas of housing, employment, school attendance, recreation money management, day care, transportation and escort;  
Assists in communication among agency, client and the community by clarifying agency programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;  
Assists individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions;  
Transports clients between their residences and the agency, to medical appointments, etc.

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

Ability to establish and maintain cooperative and courteous relationships with clients, agency staff and the general public; ability to interpret agency programs, goals and eligibility requirements in language that promotes understanding of the agency; ability to understand and follow oral and written instructions; knowledge of community resources and organizations; ability to prepare brief accurate reports; tact; emotional maturity; good judgment; physical condition commensurate with the demands of the position.

*MINIMUM QUALIFICATIONS:*

One (1) year of experience in a non-professional position supporting social services programs in a public or private agency.

*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