

COMMUNITY SERVICES WORKER

Distinguishing Features of the Class: This position involves employment in a human service agency in implementing programs and delivery of services to clients. Duties are carried out under general supervision and with some latitude for exercising independent judgment. Does related work as required.

Typical Work Activities:

- Provides information to individuals or groups concerning services for the elderly offered by public and private agencies;
- Assists clients in completing necessary forms, obtaining eligibility information, and necessary documentation;
- Acts as interpreter, if bilingual, to help clients and workers facilitate the intake process;
- Makes home visits to the homebound, frail, or isolated elderly to evaluate unmet needs and provide assistance in meeting those needs;
- Assists clients in many areas some of which may include, but not limited to: housing, health insurance, weatherization, medical appointments, employment, recreation, money management, and transportation;
- Assists in communication between 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 age related problems in making efforts toward correcting these conditions;
- Maintaining records and comply with all data related to state, federal and local requirements.

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 instructions;
- Knowledge of community resources and organizations;
- Ability to read and write English and prepare brief accurate reports;
- Tact; emotional maturity; judgment
- Physical condition commensurate with the demands of the position.

Minimum Qualifications:

One year of full-time paid experience, or its part-time or volunteer equivalent in a position supporting human service programs in a public or private agency.

Special Requirement: Possession of a NYS Drivers' License is required.

01/01/1988
05/01/1992
11/03/2004

CLASS: COMPETITIVE