

SENIOR COMMUNITY SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting staff members and clients by performing supportive services for the various programs administered by the local Social Services Department. This position differs from the Community Services Worker by the increased level of client contact and the higher level of expertise needed to handle more difficult cases. Work is performed under the direct supervision of a high level caseworker. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Works with clients needing assistance applying for Supplemental Security Income (SSI) by setting up appointments and transportation; Assists in deciding what doctors appointments need to be made for a particular case; Acts as liaison between the client and Social Security Administration including completing and submitting initial application and applications for appeal when necessary; Follows through with client until the Hearing Level is reached for turnover to the Legal Department for representation; Acts as emergency intake worker for clients who call in, walk in or are referred by Public Assistant or an outside agency, by interviewing the client and assessing their immediate problem to determine if they are eligible for services or need to be referred to another agency; May confer with Adult Protective Services or Income Maintenance when making a determination; May transport clients for various necessities; Follows up to ensure proper care is received and referrals made when it is determined medical care is required; Responsible for the upkeep of the homeless room and the availability of the room, including after hours; Assists clients at their home in completing applications for Medicaid, Food Stamps and PA when they are unable to come to the Social Services office, and acts as their representative at the Public Assistance interview; Assists clients in shopping for food or clothes, maintaining their homes, Medicaid, Food Stamps, etc.; When referred by Preventive Adult Services, evaluates the situation to determine if services are needed; Responsible for opening, closing, recertifying, undercare changes and payments for caseworkers clients and the Office of Long Term Care clients; Responsible for all areas of financial management of a case load; Responsible for quarterly homeless reports submitted to the state; Performs a variety of other clerical tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of community resources and organizations; Ability to establish and maintain effective relationships with clients and staff; Ability to relate and work with people; Ability to analyze human problems and determine appropriate referrals; Ability to maintain written records/statistics; Ability to follow oral and written instructions; Ability to prepare simple accurate reports; Tact; Good judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: A. Graduation from high school or possession of a high school equivalency diploma and three years of clerical experience which must have involved public contact; OR
B. Five years of clerical experience which must have involved public contact.

NOTE: Post high school educational training in a regionally accredited or New York State registered college or university or business school in office technology, business administration or related field may be substituted for experience on a year-for-year basis.

SPECIAL REQUIREMENT: A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 2/21/01
Revised 10/25/10