

## **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. The work is performed under direct supervision with instructions given for new or unique assignments. Supervision of others is not a responsibility of this position. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Assists in maintaining case files, including reviewing old cases and updating new ones; Provides information to individuals or groups concerning services offered by public and private agencies; Assists clients in completing necessary forms, obtaining eligibility information, proof of births, deaths and marriages; 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 between agency, client and the community by clarifying agency programs to individuals and conveying attitudes to agency professional staff; Assists individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions; In accordance with specific program instructions, enters selected case data into various Social Services computer systems; Compares transcribed computer data with source documents and corrects errors; Performs a variety of related clerical tasks.

**FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:** Working knowledge of community resources and organizations; Ability to establish and maintain effective relationships with clients and staff; Ability to understand and follow written and verbal instructions; Ability to read and write; Ability to prepare simple accurate reports; Tact; Sound 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 one year of clerical experience which must have involved public contact; OR  
B. Three 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 7/6/87

Revised 2/18/93; 3/10/98; 9/17/98; 10/25/10

Reviewed 3/7/96; 12/12/01