

## **COMMUNITY SERVICES WORKER 30000**

(Competitive)

### **DISTINGUISHING FEATURES OF THE CLASS**

The position involves responsibility for non-professional functions in the Onondaga County Department of Social Services in support of casework 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 Services Aide. Assignments relating to determining financial eligibility for the various programs administered by the local social services district are not typically performed by employees in this class. Functions typically assigned to Community Services Workers are primarily those relating to Children's Division Programs. An employee in this class works under the direct supervision of a supervisory level employee. Supervision is not a responsibility of an employee in this class. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner. Incumbents must successfully pass a background check. Does related work as required.

### **TYPICAL WORK ACTIVITIES**

Supervises and monitors visits between foster children and their parents.

Transports clients to and from family visits, medical and other appointments.

Provides information to individuals or groups concerning services offered by public and private agencies.

Assists clients in completing necessary forms and obtaining information.

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 individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Working knowledge of community resources and organizations.

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.

Ability to read and write English and prepare brief accurate reports.

Ability to relate well to children.

### **MINIMUM QUALIFICATIONS**

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree; or,

B) Two (2) years of work experience, or its part time equivalent, in a non-professional position supporting social services programs in a public or private agency; or,

C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

### **SPECIAL REQUIREMENT**

Possession of a valid New York State driver's license at time of appointment.

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