

## COMMUNITY SERVICES WORKER

**GENERAL STATEMENT OF DUTIES:** Under supervision assists staff members and clients by performing supportive services relating to determining financial eligibility for the various programs administered by the local social services districts and the delivery of social services; does related work as required.

**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.

**EXAMPLES OF WORK: (Illustrative Only):**

- 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;
- 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 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 social problems and in making efforts towards correcting and conditions.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:** 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; good health.

**MINIMUM QUALIFICATIONS REQUIRED:** One year experience in a non-professional position supporting social services programs in a public or private agency.