

COMMUNITY SERVICES WORKER

JOB CODE:	5300
LOCATION:	Tioga County Departments
CLASSIFICATION:	Competitive (F/T); Non-Competitive (P/T)
SALARY:	CSEA - Grade IV
ADOPTED:	Revised 6/98; 9/99, 12/04, 5/16, 07/18, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for performing supportive services to aid in implementing a variety of programs and their delivery to clients. Although detailed instructions are given for new or difficult assignments, and procedures are rather definitely fixed, employees must exercise independent judgment in applying them to specific cases. The work is performed under the general supervision of a higher level staff member. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Reviews case records to gather information used by professional staff in the provision of services;
- Assists clients in obtaining and accessing community resources;
- Assists in processing forms and compiling data;
- Provides information to and monitors compliance of clients regarding program eligibility and services;
- Assists in communication between the agency, client and community by explaining programs;
- Operates various office machines, including photocopier, fax machine and personal computer;
- Interviews clients and service providers to gather information and documentation relevant to the case;
- May interview and assess client eligibility for program assistance and service;
- May perform various clerical duties, including typing correspondence, maintaining office inventory and answering telephones;
- May assist with transporting clients to services;
- Dependent upon location, will supervise visits between foster children and their parents or other parties.
- May assist or train clients in the areas of shopping, housekeeping, proper hygiene, nutrition, preparation and serving of meals, budgeting;
- Provides home and office training to clients in the care, teaching, discipline and supervision of children;
- Confers with supervisor to plan goals and coordinate activities;
- Documents daily activities; reports regularly to program staff regarding the status of clients;
- Performs a variety of clerical duties, including but not limited to processing forms, scanning, and entering data on automated systems;
- Maintains accurate records and reports regarding all services rendered, contacts, and material distributed, allowing the agency to better manage the client's case plans.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of agency problems, goals and eligibility requirements; understanding of child development and proper parenting techniques; understanding of household budgeting; ability to establish and maintain cooperative relationships with others; ability to understand and follow oral and written instructions; ability to read and write English and prepare brief, accurate reports; clerical aptitude; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- a. Graduation from high school and one year of full time experience involving direct client contact in a position supporting the program provisions in a public or private agency; **OR**
- b. Two years of full time experience (or it's part-time equivalent) as defined in (a); **OR**
- c. Completion of 48 college credit hours from a regionally accredited or New York State registered college or university**.

2. Community Services Worker

**Copy of college transcript(s) or diploma must be submitted with application.

SPECIAL REQUIREMENT: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require him / her to meet field work requirements during the ordinary course of business in a timely and efficient manner.