

Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 01/16/2020
Approved by OTDA: 04/20/2016

COMMUNITY SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for performing supportive services to aid in implementing a variety of programs and their delivery to clients. The work is performed under the general supervision of a designated higher-level staff member. Supervision may be exercised over the work of others. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Reviews case records to gather information used by professional staff in provision of services;
Assists in processing forms and entering data on automated management information systems;
Provides information to and monitors compliance of both program vendors and clients with various requirements of eligibility programs;
Aids clients with budgeting, shopping, nutritional planning and other life maintenance skills;
Aids in communication between the agency, client and community by clarifying programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;
Performs various clerical receptionist duties;
May interview and assess clients and other service providers to gather eligibility and provided services information;
May perform support clerical functions which may involve typing not needing the services of a skilled typist.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of agency programs, goals and eligibility requirements in a language that promotes understanding of the agency goals; ability to establish and maintain cooperative and courteous relationships with clients, agency staff and public; ability to analyze facts, obtain and use them in making judgements concerning client program eligibility; ability to read and write English and prepare brief, accurate reports; clerical aptitude.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of thirty (30) semester credit hours at a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years experience involving direct client contact in a non-professional supporting position of a Social Services program in a public or private agency or in customer service* .

DEFINITION: *Customer Service-Having customer contact of any kind.

NOTES:

1. Course study in data processing can be substituted for the required experience according to the following formula: 3 credit hours = 1 month of experience
2. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time requirements.

Adopted: 1980's

Revised: 03/14/1988; 06/16/1988; 08/04/1989; 02/03/1994; 10/16/1995; 08/02/2001;
12/29/2004; 06/30/2006; 04/20/2016; 01/16/2020