

Civil Division: Oneida County Government  
Jurisdictional Class: Competitive  
EEO Category: Paraprofessional  
Revised: 06/30/06  
Approved by OTDA: 08/01/06

### **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 transport clients, observe and record parent/child visitations and report to professional staff;  
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.

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**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.

**NOTE:** Course study in data processing can be substituted for the required experience according to the following formula:  
3 credit hours = 1 month of experience

**NOTE:** Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time requirements.

**SPECIAL REQUIREMENTS:** Possession of a valid New York State driver's license at time of application. License must remain valid throughout appointment in order to meet the transportation requirements of the job.