

## **COMMUNITY CLIENT SERVICES ASSISTANT II**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized human services work of a moderately complex nature involving a responsibility for performing a variety of client support activities to assure the successful transition of clients into the community. The work differs from that of a Community Client Services Assistant I in the difficulty of assignments and level of independent judgment. The work is performed under the general supervision of a higher-level administrator and work guidance (e.g. lead work) is provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Attends planning meetings and provides input for assessment of client's needs and determination of appropriate goals and services;  
Interviews clients and families to gather information and identify needs/problems, monitor progress and encourage participation in programs;  
Responds to clients by making field visits, observing clients' behavior and circumstances and contacting appropriate treatment team members;  
Conducts home visits to explain available services and gather information from homebound clients;  
Contacts various community agencies and individuals (such as landlords, proprietary home owners, etc.) in order to secure needed services and protect clients' rights;  
Contacts service providers and family members to assure the smooth and orderly transition of clients into the community;  
Formulates case management plans based on background and case histories compiled by casework staff;  
Follows up with clients to ensure services are being provided and meet their needs;  
Provides emotional support and assistance to clients;  
Introduces clients to existing resources and the appropriate utilization of community support systems;  
Participates in staff conferences and ongoing in-service training and makes suggestions to casework staff regarding possible care plan modifications;  
Maintains accurate records and prepares reports;  
Provides program support to casework staff, as needed;  
Transports clients to community service providers, as needed.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of programs, services and community resources available to clients in Rockland County\*; good knowledge of interviewing techniques; ability to establish and maintain cooperative relationships with clients, community agencies and service providers; ability to communicate effectively both orally and in writing; ability to prepare reports and written information; ability to maintain accurate records.

**MINIMUM QUALIFICATIONS:** An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and three (3) years of experience in human services\*, which included interacting with clients to obtain and provide information and/or arrange for services as a substantial portion of the work; or

A Bachelor's degree and one (1) year of experience in human services\*, which included interacting with clients to obtain and provide information and/or arrange for services as a substantial portion of the work.

**SPECIAL REQUIREMENT:** Possession of a valid driver's license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

(over)

\*To be demonstrated during the probationary period.

\*\*Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological, and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special needs children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of the human services provider in interacting with or responding to clients.