

COMMUNITY SERVICES WORKER II

DISTINGUISHING FEATURES OF THE CLASS: This is responsible work which involves performing a variety of non-professional duties, intended to assist clients in applying for and making use of specific program services. Duties may vary depending on location, but generally include activities, which are performed at a less skilled level and in support of other positions which may be assigned to the same work unit (e.g. Employment Assistant, Social Welfare Examiner, Caseworker). The work differs from that of Community Services Worker I in the independence of judgment exercised and involvement with more complex client problems and department procedures. Supervision may be exercised over Community Services Workers I, generally on an occasional basis. The work is performed under the direction of the incumbent of a higher level title. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides assistance to unit staff in determining eligibility and service needs by gathering appropriate documents, conducting routine preliminary interviews with clients and/or applicants, verifying standard eligibility data, obtaining supplemental data, when necessary, etc.;

Provides assistance to clients in completing applications by explaining requirements and customary procedures;

Transport clients to health care and other service providers, schools, court, etc., as assigned;

Monitors visits between biological parents and children in foster care while ensuring each child's safety;

Conducts home visits to explain available services and gathers routine information from homebound clients;

Maintains liaison with community organizations and businesses in order to arrange for services;

Makes referrals to social service teams;

Uses computer software or other automated systems in the completion of assignments;

Performs a variety of clerical tasks;

May prepare basic written reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of eligibility requirements for various Social Services Assistance programs; working knowledge of community resources and organizations; 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; ability to read and write English and prepare a variety of reports; ability to use computer software in the completion of assignments*.

MINIMUM QUALIFICATIONS: Three (3) years of experience in any human services or related program. This work must have been other than strictly laboring work and must have substantially involved dealing with clients, patients or residents of the appropriate agency or facility.

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NOTE:

1. Two (2) years of college (equivalent to a minimum of sixty (60) credit hours) or an Associate's degree or at least nine (9) credit hours in Psychology, Counseling, Sociology, or related courses may be substituted for two (2) years of the required experience.
2. A Bachelor's degree or eighteen (18) specialized credit hours as outlined in (1) above shall be deemed fully qualifying.

SPECIAL REQUIREMENT: For positions involving transportation services/duties, incumbents must possess a valid motor vehicle license.

PROMOTION: One (1) year as a Community Services Worker I or Community Services Worker I with any parenthetical designation (e.g. Community Services Worker I (Spanish Speaking), Community Services Worker I (French-Creole Speaking), etc.).

*To be demonstrated during the probationary period.