

## **COMMUNITY SERVICES WORKER**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position performs a variety of office and field tasks to support the various programs administered by Office for the Aging. Assistance is provided to older adults, care givers, and others of all ages with disabilities and/or long term care needs, in such areas as long term care, insurance, housing, recreation, finance, health care, transportation, benefits, and caregiver support. This position may involve extensive field work. Work is performed under the general direction of a higher level employee.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Assists older adults and others as described above, who are in need of services, information and referral, by identifying and helping the clients obtain those services and information;
2. Provides information about and referral to Office for the Aging and other community services to older adults and others as described above, their families, community members or agency personnel;
3. Identifies client needs and problems through supportive face-to-face contacts in the office or in the client's home or through telephone contacts;
4. Provides clients with suggestions on options for resolving problems in such areas as housing, long term care, recreation, financial, health care, transportation, insurance, benefits and caregiver support;
5. Acts as client's advocate or authorized representative to facilitate the delivery of needed services and benefits;
6. Assists clients in completing necessary forms, obtaining eligibility information, processing applications, etc.
7. Performs office tasks associated with client services such as processing forms, filing;
8. Counsels clients regarding health insurance options and assists clients in accessing such insurance.

### **FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:**

Knowledge of the principles and practices needed to obtain information from individuals through structured conversations and interviewing situations;

Knowledge of the needs and problems of older adults and other populations as described above necessary to effectively serve in an advocacy capacity;

Knowledge of long term care, community resources, eligibility and community agencies, facilities and services that may be utilized to help older adults and other populations as described above;

Ability to work with diverse populations in a professional, non-judgmental and culturally appropriate manner;

Ability to communicate clearly and effectively, both orally and in writing, including communicating with populations that may have physical or language difficulties;

Ability to understand the nature of a consumers needs and to address multiple issues in an appropriate manner;

**COMMUNITY SERVICES WORKER** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:** (Cont'd)

Ability to get along well with others and gain their cooperation;  
Ability to perform record keeping activities;  
Empathy in handling sensitive human problems;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and one year of either paid or volunteer experience in a non-clerical position supporting community or human services in a public or private agency;
- OR:            (B)     Graduation from high school or possession of a high school equivalency diploma and three years of the experience as indicated as above;
- OR:            (C)     An equivalent combination of training and experience between the limits of (A) and (B) above.

**SPECIAL REQUIREMENT:**

Possession of a valid driver's license.

**SPECIAL NOTE:**

Candidates may be required to use their own vehicle for field work activities.

HU1305

ADOPTED:   01/01/90

REVISED:   07/01/91       08/11/00       05/17/13       10/16/13