

COMMUNITY CLIENT SERVICES ASSISTANT I

DISTINGUISHING FEATURES OF THE CLASS: This is specialized human services work which involves responsibility for performing a variety of client support activities to assure the successful transition of mental health clients into the community. The work is performed under the supervision of a Psychiatric Social Worker. Does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with clients on a regular basis in order to determine needs, provide emotional support and assess progress;

Contacts various community agencies and individuals (such as landlords, legal advocates, etc.) in order to secure needed services and protect clients' rights;

Participates in pre-discharge planning meetings as the resource person to the clinical team;

Contacts service providers and family members to assure the smooth and orderly transition of clients into community placement;

Provides informal advice and assistance to clients on social adjustments and fields questions and disseminates information regarding same;

Introduces clients to existing resources and the appropriate utilization of community support systems;

Monitors available services to determine their effectiveness and appropriateness in relation to the community services plan;

Maintains accurate records and prepares basic statistical and required reports;

Participates in staff conferences and ongoing in-service training and makes suggestions to treatment staff regarding possible treatment plan modifications.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the County-wide resources, facilities and caregivers available to the chronic mentally disabled returned to the community*; ability to establish and maintain successful relationships with and serves as a liaison among patients and community caregivers; ability to understand and carry out oral and written instructions; ability to communicate effectively both orally and in writing; ability to interact with people with mental illness and/or intellectual disabilities.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and four (4) years of work experience in social assistance activities (health, mental health, social services, education, group work, etc.) at least one (1) year of which must have substantially involved assistance in the area of mental health.

NOTE: An Associate's degree (minimum of sixty (60) college credits) in Human or Behavioral Science (e.g., Social Work, Psychology, Sociology, Criminology, Counseling, Education), Human Services or comparable curriculum may be substituted for the required general experience on a year-for-year basis, up to two (2) years.

*To be demonstrated during the probationary period.

R.C.D.P. (06.05.2017) 02.14.2024
Competitive

02.12.2026 New York State Civil Service approved Non-competitive title in the NY HELPS Program.