

COMMUNITY SERVICES WORKER I

DISTINGUISHING FEATURES OF THE CLASS: This is routine work involving non-professional functions in a social services agency in support of staff in the performance of implementing programs and delivery of services to clients. The work is performed under the general supervision of a higher-level clerical, examiner or professional employee. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides information to individuals or groups concerning services offered by public and private agencies;

Provides assistance to clients in completing necessary forms, obtaining eligibility information, proof of births, deaths and marriages, etc.;

Provides a variety of routine client services in areas including but not limited to housing, employment, school attendance, recreation, money management, day care, transportation and escort;

Provides assistance in communication between agency, client and the community by clarifying agency programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;

Provides assistance to individuals in recognizing conditions contributing to social problems and in making efforts toward correcting these conditions;

May act as interpreter, if bilingual, to help clients and workers facilitate the intake process and/or delivery of services;

May perform basic clerical tasks (e.g. filing, sorting, distributing mail, preparing envelopes, etc.);

May make home visits to follow up on broken appointments or gather routine information;

May escort clients to and from appropriate services as necessary;

May transport clients to above-mentioned services provided incumbent is appropriately licensed and vehicle (own or County's) is available for use;

May monitor visits between biological parents and children in foster care while ensuring each child's safety when assigned to the supervised visitation center.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

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; knowledge of community resources and organizations; ability to read and write English and prepare brief accurate reports.

MINIMUM QUALIFICATIONS: One (1) year 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.

NOTES:

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 comparable curriculum, shall be deemed fully qualifying.
2. For positions involving transportation duties, incumbents must possess a valid New York State driver's license.

(over)

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.

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Competitive

07.26.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.