

## **COMMUNITY SERVICES WORKER III**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized work of a moderately complex nature which involves responsibility for assisting clients in applying for and obtaining appropriate social services. The work differs from that of a Community Services Worker II in the level of independent judgment exercised and involvement with more complex client problems and department procedures. The work is performed under the direct supervision of an administrator, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides assistance for determining individuals' eligibility and/or service needs by gathering appropriate information conducting routine meetings with clients, verifying eligibility data, obtaining supplemental information when necessary, etc. and may make routine determinations of eligibility under the direct guidance of income maintenance staff;

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

Prepares a variety of routine statistical and written reports;

Maintains liaison with community organizations and providers in order to assist in arranging for services;

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

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

Monitors available services under the guidance of casework staff;

Transports clients to health care and other service providers, schools, court, etc.;

Participates in staff conferences and ongoing in-service training and makes recommendations to casework staff regarding possible service plan modification and/or budget calculations;

May provide guidance to Community Services Workers I and II;

May make initial determination of eligibility under the direction of income maintenance staff.

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

Good knowledge of eligibility requirements for social services assistance programs; good 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; ability to understand and carry out basic instructions; ability to read and write English and prepare a variety of reports, including statistical reports.

**MINIMUM QUALIFICATIONS:** Graduation from high school and four (4) years of experience in any human services or related program. The work must have been other than strictly laboring work and must have substantially involved providing services and/or assistance to clients, patients or residents in a human services, mental health or health-related facility.

(over)

**NOTE:**

1. An Associate's degree or equivalent college credits (minimum of sixty (60) credit hours) which included or was supplemented by at least nine (9) credit hours in Psychology, Counseling, Sociology, Social work or comparable curriculum may be substituted for two (2) years of the required experience.
2. A Bachelor's degree in Psychology, Counseling, Sociology, Social work or comparable curriculum shall be deemed fully qualifying.

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

Two (2) years of permanent status as a Community Services Worker I or Community Services Worker I with any parenthetical designation (e.g. Spanish Speaking, French-Creole Speaking, etc.).

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Competitive

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