

## COMMUNITY WORK ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class conducts a departmental community relations program with a targeted constituency or client group. An incumbent is responsible for the development and implementation of a program to provide the community, public interest groups and constituents with assistance and advocacy in understanding and accessing various available County services; identifying demonstrated needs for new or improved services; and acting as liaison between departmental staff and the public. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Represents the department with the community, constituents, advocacy groups and the general public;

Works with community groups interested in the development or improvement of County services;

Provides information and referral services to access existing services, both provided by the County and within the community;

Participates in the planning and development of new or expanded services, based on needs assessments;

Functions as advocate for members of a community or the public in accessing available services;

Facilitates the delivery of departmental services to the community;

Addresses community groups on County services responsive to their needs;

Interprets community attitudes, public issues and trends to appropriate departmental staff;

Maintains a current, comprehensive resource directory of services available in the community and in County departments;

Works with State, County and community groups to identify gaps in needed services;

Maintains contact in the community to solicit evaluations of existing programs and service, their effectiveness, responsiveness and shortfalls;

Participates in planning meetings, conferences and promotional events;

Prepares summaries and reports as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the basic principles, practices and techniques of community relations; good knowledge of the organization, functions, programs, services and policies of Westchester County government; ability to communicate effectively both orally and in writing; ability to research, organize and write reports; ability to establish and maintain cooperative relationship with public officials, community groups and the public; ability to use computer applications such as spreadsheets, word processing, e-mail, and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; initiative; resourcefulness; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) six years of experience where the primary function of the position was in community or public relations, community education or community services; or (b) six years of experience where the primary function of the position was administrative support which involved responding to inquiries from the public, community groups and advocacy groups; or (c) an equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* towards a Bachelor's Degree\* may be substituted on a year for year basis for up to four years of the above stated experience. Satisfactory completion 30 credits towards a Master's Degree may be substituted on a year for year basis for up to two years of the above stated experience. Verifiable volunteer experience in community or public relations, community education or community services may be substituted for an equal amount of the above stated required experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid license to operate a motor vehicle in the State of New York.