

COMMUNITY WORKER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this position are responsible for performing a variety of para-professional tasks designed to assist both the community and individuals in making effective use of specific program services. An incumbent of this class should, if possible, be indigenous to the community and area served. An incumbent in this position may be required to work various shifts. This class differs from Community Outreach Worker in that work involves both informing community residents of services available to them as well as assisting in the delivery of services while the Community Outreach worker is normally only involved in informing residents of services available to them. Although not normally a feature of the class, supervision may be exercised in certain situations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists the professional staff in service delivery such as mailing and processing of applications, verifying eligibility, interpreting program services, distributing informational material etc.;

Conducts preliminary interviews with applicants or patients either in the field or office to obtain elemental data, conduct screening, provide information, etc.;

Provides referral for counseling to patients or clients in area of program assignment;

Interprets program services in an assigned community or geographic area;

Explains agency policies and procedures to members of the community with specific reference to applicant's or patient's responsibilities as well as those of the agency providing services;

Acts as advocate on behalf of community served in program planning and service delivery;

Assists and advises patients or applicants in matters relating to school attendance, money management, living conditions, arranging appointments with professional staff, arranging inspections, assisting program participants in preparing forms, maintaining liaison with program participants, on an informal basis, either in the field or in the office

Performs field visits to obtain specific data for identifying service needs;

Gathers community data for use in assessing the effectiveness and efficiency of service delivery programs;

Arranges meetings, and acts as a speaker to educate the community on program goals and available services;

Assists in the conduct of research to gather data on demographic patterns, community trends and other data needed for program planning;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Interacts with key members of the juvenile justice and criminal justice systems for the purpose of client referral, placement, and monitoring;

May attend job fairs to assist in recruitment efforts;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May use 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, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of available resources within the community assigned; good knowledge of the local social and health agencies available to deal with community problems; good knowledge of the health and social problems and attitudes in the community related to the area of assignment; ability to communicate effectively with designated community groups in order to elicit from them their specialized needs and to acquaint them with available services; ability to translate specialized community needs into programs to ensure effective service delivery; ability to learn and perform various sub-professional tasks in assigned program area; ability to handle difficult situations in a courteous and tactful manner; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; sound judgment; resourcefulness; integrity; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and four years of work experience, two of which involved providing information to the public, clients or patients.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to two years of the above general experience, but not for the two years of specialized experience involving providing information to the public.

SUBSTITUTION: Community volunteer experience may be substituted on a year for year basis for the above general work experience and for one year of the specialized experience.

SPECIAL REQUIREMENT: When required to operate motor vehicles, must possess a valid New York State Driver's license appropriate for the type of vehicle to be operated.

NOTE: Only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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

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Job Class Code: C0274
Job Group: VI