

COMMUNITY SERVICES ASSISTANT

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Social Services

REPORTS TO: Community Services Supervisor

CLASS SUMMARY

Assists individuals and families in reaching and maintaining self-sufficiency and improving the quality of their lives by providing transportation and assessing their needs.

DISTINGUISHING CHARACTERISTICS

The Community Services Assistant is the first level of a two level community services series. The Community Services Assistant is distinguished from the Community Services Supervisor who has full supervisory authority.

TYPICAL CLASS ESSENTIAL DUTIES

- Serves as an advocate for clients to include preparing correspondence addressed to clients regarding the availability of services; advising clients on available services and providing support in applying for those services; and speaking to various officials on behalf of clients.
- Prepares and maintains reports detailing department activities as mandated by County, State, and Federal regulations and client files detailing individual client use of program services.
- Transports clients to and from medical appointments, grocery shopping, etc. to promote self-sufficiency.
- Assists social workers with assessing client needs and appropriate resources.
- Performs home management tasks, such as meal preparation and cleaning to enable clients to remain in their homes.
- Conducts home visits of a client's residence to determine client needs and eligibility for services.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Community resources and services;
- Basic child development concepts;
- Health care issues;
- State and federal in-home services guidelines;
- Children and adult protective service laws.

Skill in:

- Operating computer hardware and software applications;
- Using various office equipment;
- Interviewing clients;
- Advocating on behalf of clients;
- Providing customer service;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and one year nursing assistant or personal care experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

COMMUNITY SERVICES ASSISTANT

LICENSING/CERTIFICATION

- NC Driver's License.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, fingering, grasping, feeling, talking, hearing, seeing, pushing, pulling, and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

May be subjected to chemicals and travel.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E3/00; R9/04