

Jurisdictional Class: Competitive; Non-Competitive in County
Adopted: March 22, 1971
Revised: April 6, 2011

COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for providing direct nonprofessional services of benefits to individuals, groups, or the community as a whole. The incumbent assists staff members and clients by performing support services relating to the various programs administered by the agency. The work is performed under direct supervision. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists clients in areas of housing, housekeeping, school attendance, food shopping, recreation, etc. as assigned by staff;
Provides transportation and escort services, and accompanies clients on visits to medical facilities and other appointments;
Performs specific assignments in the Intake operation such as explaining entitlements and other aspects of the department's services to members of the community;
Assists clients and Caseworkers to help facilitate the intake process and service delivery;
Assists applicants/clients in completing necessary forms;
Tends to children who are brought to a Social Service agency;
Installs, adjusts, and monitors alcohol detection equipment, such as sobrietyors and SCRAM devises;
Gathers routine data as required;
Performs other assignments as designated;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Ability to create an effective bridge between the client group and social service staff;
Ability to understand and carry out written and oral instructions;
Ability to read and write English;
Ability to perform general housekeeping services;
Sensitivity to the reactions of others;
Sound judgment.

MINIMUM QUALIFICATIONS: Applicants must be 18 years of age at time of appointment.

SPECIAL REQUIREMENT: Assignments made to employees of this class may require reasonable access to transportation to meet field work requirements in the ordinary course of business.

SPECIAL FEATURES OF THE CLASS: Preference in appointment will be given to persons of low income and/or persons dependent on public assistance.