

Civil Division: Oneida County Government  
Jurisdictional Class: Competitive  
EEO Category: Paraprofessionals  
Revised: 06/30/06  
Approved OTDA: 08/01/06

### **COMMUNITY SERVICES WORKER – SPANISH SPEAKING**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position is responsible for performing supportive services to aid in implementing a variety of programs and their delivery to clients. The work is performed under the general supervision of a designated higher-level staff member. Supervision may be exercised over the work of others. Except for the required ability to speak Spanish, this class is identical to Community Services Worker. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Reviews case records to gather information used by professional staff in provision of services;

Assists in processing forms and entering data on automated management information systems;

Provides information to and monitors compliance of both program vendors and clients with various requirements of eligibility programs;

Aids clients with budgeting, shopping, nutritional planning and other life maintenance skills;

Aids in communication between the agency, client and community by clarifying programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;

Performs various clerical receptionist duties;

May transport clients, observe and record parent/child visitations and report to professional staff;

May interview and assess clients and other service providers to gather eligibility and provided services information;

May perform support clerical functions which may involve typing not needing the services of a skilled typist.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of agency programs, goals and eligibility requirements in a language that promotes understanding of the agency goals; ability to establish and maintain cooperative and courteous relationships with clients, agency staff and public; ability to speak Spanish; ability to analyze facts, obtain and use them in making judgements concerning client program eligibility; ability to read and write English and prepare brief, accurate reports; clerical aptitude.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Completion of thirty (30) semester credit hours at a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years experience involving direct client contact in a non-professional supporting position of a Social Services program in a public or private agency or in \*customer service.

**NOTE:** Course study in data processing can be substituted for the required experience according to the following formula:  
3 credit hours = 1 month of experience

**DEFINITION:** \*Customer Service-Having customer contact of any kind.

**NOTE:** Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time requirements.

**SPECIAL REQUIREMENTS:** Possession of a valid New York State driver's license at time of application. License must remain valid throughout appointment, to meet the transportation requirements of the job.

Adopted: 02/01/94

Revised: 10/16/95, 08/17/01, 06/30/06