

Jurisdictional Class: Non-Competitive for Oneida County Government Only  
EEO Category: Paraprofessional  
Revised: 03/01/2019  
Approved by NYS OTDA: 12/23/1996

### **COMMUNITY SERVICE AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This position exists in the Oneida County Department of Social Services and employees in this class receive intensive on-the-job and off-the-job training and education. Positions in this class have been established primarily to provide an opportunity for indigent persons, including recipients and potential recipients of public assistance, to enter into meaningful employment, and through experience and training to advance to the optimum level of their capabilities. Employees perform a variety of miscellaneous tasks designed to relieve the professional and technical staff of routine, but important, duties which are time consuming but enrich the services to the client. The position involves the operation of a motor vehicle to transport clients. Does related work as required.

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

Performs specific assignments as delegated in connection with servicing clients in areas of housing, school attendance, home visiting, recreation, transportation, escort, day care, marketing and home management;  
Picks up, sorts and delivers mail;  
Performs specific assignments as delegated, such as explaining entitlements and other phases of the department's services to applicants and members of the community;  
Acts as interpreter to help clients and workers facilitate the eligibility determination process;  
Assists applicants in completing necessary forms and cares for children while parent is in center;  
Gathers routine data and performs other assignments as designated;  
May transport clients by motor vehicle.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Ability to create an effective bridge between the client group and social services staff; ability to understand and follow instructions; ability to read and write English; sensitivity to the reactions of others; tact; emotional maturity; good judgment.

**MINIMUM QUALIFICATIONS:** There are no minimum requirements of training and experience for this class.

**SPECIAL REQUIREMENT:** Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

**NOTE:** Appointments are to be made for a term not to exceed three (3) years.

Adopted: 09/10/1974  
Revised: 03/03/1982; 06/29/1988; 04/10/1996; 04/19/1996; 09/24/1996