

## COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This class is designated 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 advance their capabilities. The work is designed to relieve staff of routine but important tasks, which are time consuming but enrich the services to the client. A Community Services Aide does related work as required.

SPECIAL FEATURES OF THE CLASS: These positions are allocated to the non-competitive class. Pursuant to an agreement between the Cattaraugus County Civil Service Commission and the local social service district and with approval pursuant to regulation of the New York State Department of Social Services, appointments to this class will terminate upon the completion by an incumbent of a maximum of two years and nine months in the title. Incumbents will be expected to compete in such open-competitive or promotion examinations for which they may become eligible for the purpose of securing a continuing permanent competitive class appointment in the local social service district.

### TYPICAL WORK ACTIVITIES:

- Performs assignments as delegated in connection with servicing clients in areas of housing, school attendance, home visiting, recreation, transportation, escort day care, marketing, home management, and other service unit functions;
- Performs assignments as delegated, such as: Explaining entitlements and other phases of the department's services to applicants and members of the community, assisting applicants in completing necessary forms, caring for children while parents visit the department, gathering routine data, and other assignments as designated.

FULL PERFORMANCE KNOWLEDGES, 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; judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: At least a grammar school education or six months of work experience.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 11/23/82

Approved: State DSS 12/7/82

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