

DEPARTMENT: SOCIAL SERVICE
CLASSIFICATION: NON-COMPETITIVE APPROVED BY NYSCSC 12/17/2001
APPROVED: APRIL 18, 2022

COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position is designed primarily to provide an opportunity for indigent persons including recipients of public assistance to enter into meaningful employment and through training and experience to obtain the job skills necessary to advance in the department or to obtain employment elsewhere. The work is designed to relieve the professional and technical staff of routine but necessary tasks requiring no previous education or experience but which would enrich the services to the client. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Performs call center and reception duties, directing clients to appropriate units within the agencies;
2. Assists clients in completing forms, and explains in general terms benefits available to them;
3. If bilingual, may act as an interpreter to help clients complete the eligibility determination process;
4. Helps to process forms, gathers routine data, and other clerical tasks on a limited basis when required by agency needs;
5. Provides other routine assistance to clients as directed by higher level staff in accordance with agency needs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Ability to understand and follow instructions; ability to read and write English; sensitivity to the reactions of others; tact; emotional maturity; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: None

SPECIAL FEATURES OF THE CLASS: This is a non-competitive position. Appointments are to be made for a term not to exceed three (3) years.