

COMMUNITY PROGRAM AIDE I

NATURE OF WORK IN THIS CLASS:

This is routine community work involved in assisting professional and technical personnel in providing a wide range of services to clients of various human service programs.

Employees in this class initially work under close supervision, but with continued experience and proven ability, employees assume more responsible and difficult duties and work more independently on assigned tasks.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed).

Assists professional and technical staff by providing information to inquiring persons, clients, or other agencies, making appointments and referrals, and preparing written records on inquiries.

Assists community residents in their use of community resources in such areas as human resources development, employment, public assistance, health, or social welfare.

Contacts youths and adults in the assigned community; establishes rapport and assists in identifying reasons individuals have failed to participate in service agency programs and resolves the more routine problems through support and guidance.

Assists in securing specifically designated information used for determining eligibility for available programs or resources.

Canvasses community to locate residents unaware of eligibility for agency service.

Attends community meetings to secure and impart information relating to agency services and to act as a liaison between the community and the agency.

Escorts and transports applicants and clients to various locations.

Arranges appointments and aids clients and applicants in communication and completing required forms.

Performs routine and basic clerical tasks to become acquainted with operations and/or procedures.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Ability to acquire sufficient knowledge of available agency and community service programs to make appropriate and effective referrals.

Ability to learn the basic skills necessary for public contact and community field work.

Ability to perform simple arithmetic computations.

Ability to work effectively with employees and establish empathetic relationships with persons of ethnic and social backgrounds.

Ability to understand and follow oral and written instructions.

Ability to maintain simple records.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

(a) One year of experience in public contact work; or

(b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid driver's license.

ESTABLISHED: JULY, 1980



DAVID R. FLORES, Executive Director
Civil Service Commission