

IMPERIAL COUNTY

CLASS TITLE: COMMUNITY SERVICE WORKER I

BASIC FUNCTION:

Under direct supervision, assists staff in developing and implementing community service programs in collaboration with other staff, community members and agencies. Assists in providing outreach services to the community regarding education and prevention programs. Community education programs may be directed toward injury and/or disease prevention and mental and health care access.

DISTINGUISHING CHARACTERISTICS:

The Community Service Worker I is an entry-level classification in the series and functions as a trainee. The Community Service Worker II is the advance-level classification in the series and incumbents may function in a lead capacity with assigned staff.

REPRESENTATIVE DUTIES:

Assists in providing health and mental health education information to the community on topics appropriate for local needs.

Assists staff with outreach services to the community by assisting in identifying groups, agencies and organizations and areas of services/resources.

Assists staff with presentations and personal contacts assuring that people receive needed and appropriate services, referrals, and information.

Builds and maintains relationships with community groups and organizations; makes referrals, as needed to community agencies and/or other County departments.

Maintains records of outreach services provided to the community and performs clerical duties as needed.

Attends a variety of meetings and conferences related to community service programs.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Information on various health and mental education topics.

Community organizations and resources.

Rules and regulations governing the operation of other public service agencies.

Oral presentation and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Maintain confidentiality.

Demonstrate a broad knowledge base about the community and health issues as well as health and social services systems.

Understand and respect cultural factors.

Communicate effectively, establish and maintain good relations with professional and community representatives.

Desire to help community and to be resourceful.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: sufficient training and experience to demonstrate the knowledge and abilities listed above.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license. Required completion of a minimum of 40 hours of specialized training.

WORKING CONDITIONS:

Indoor and outdoor environment; subject to driving a vehicle to conduct work.

Physical abilities required include hearing and speaking to exchange information, dexterity of hands and fingers to operate office equipment and seeing to assess situations and make observations. May be required to lift up to 16 lbs.