

**COMMUNITY SERVICES WORKER**  
**CHAUTAUQUA COUNTY DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES**  
**SALARY RANGE: \$22.16 - \$28.52/HOUR + BENEFITS**

The Chautauqua County Department of Mental Hygiene and Social Services is currently accepting applications for the position of Community Services Worker. This position is considered full-time at 35 hours per week. A Community Services Worker involves para-professional social work activities in the Chautauqua County Department of Health and Human Services working in support of higher-level staff. The essential nature of the work is such that incumbents engage clients to gather information concerning the kinds and levels of assistance required. The Community Services Worker is also responsible for providing basic para-professional social services under the guidance of higher-level staff and the referral of clients to appropriate related supportive services. Work is performed under general supervision with some leeway granted for independently carrying out job objectives. Work involves field visits to client homes and other locations. Does related work as required.

**Typical Work Activities:**

- Conducts interviews with clients to identify, document and assess levels of knowledge, skill and ability to properly care for the needs of the individual and family members;
- Under the guidance of professional staff, assesses and prioritizes the kinds and levels of services necessary to improve family functioning and health status;
- Under the guidance of professional staff, instructs and/or provides referrals to clients in parenting skills, child development, budgeting, home management, self-sufficiency concerns, nutrition and health;
- Arranges for, supervises, sets-up/provides transportation and facilitation of visitations and appointments with providers for parents/relatives and foster children;
- Arrange and/or provide transportation for clients to attend appointments for counseling, visitation and other recommended services;
- Develops and maintains a working relationship with clients, foster parents, schools, and other service providers by sharing information through face-to-face contact, phone, and written communication;
- Assists professional staff in developing and implementing service plans for and with families which promote permanency planning and self-sufficiency;
- Prepare for, and testify in Family Court;
- Maintains orderly case records with timely, accurate, and relevant documentation;
- Assists with gathering statistics and completion of monthly and quarterly reports and work plans;
- Attends service plan reviews and conferences with professional staff regarding case progress, barriers and actions needed;
- Attend and participate in team and staff meetings and trainings;
- Acts as liaison with any and all community agencies and services involved in individual family case plans.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

**Chautauqua County Offers A Comprehensive Benefits Package Which Includes:**

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|---|-----------------------------|
| - Health Insurance (including Dental & Vision plan)       | - 13 Paid Holidays          |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time      |
| - Personal Days   |                             |
| - NYSLERS Pension   | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness    | - Wellness Program          |

**Minimum Qualifications:**

**Promotional** – Candidates must be serving permanently, and have served continuously in the Chautauqua County Department of Human Services as follows: **Either:**

- A. Three (3) years of permanent competitive class or 55a. non-competitive class status as a Clerk II, Clerk II (Spanish Speaking), Typist II, Typist II (Spanish Speaking), Account Clerk or Account Clerk-Typist, OR
- B. Two (2) years of non-competitive class status as Health Aide\* or Homemaker\*, OR
- C. One (1) year of permanent competitive class status as an Operations Assistant or Operations Assistant (Spanish Speaking).

\*Title included for transitional purposes until positions become vacant and abolished.

**Open Competitive** - Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college with an Associate's degree in a Human Services-related field and one (1) year of work experience involving direct client contact in the delivery of services in a human services agency or program; OR
- B. Three (3) years of experience as listed in A. above.

Additional Requirements:

- A. Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.
- B. Candidates must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to the date of written test. Additionally, candidates that pass the written test and appear on the eligible list must not have been convicted of an alcohol or drug related driving offense, or have been convicted of refusing to submit to a Blood Alcohol Content (BAC) or chemical test for a period of three (3) years prior to certification and appointment.