

COMMUNITY PROGRAM AIDE II

NATURE OF WORK IN THIS CLASS:

This is complex community work involving elementary application of technical and professional procedures and practices and providing services in assisting clients and applicants in obtaining a wide variety of community services.

Employees in this class perform the full range of community program services to clients under general supervision.

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).

Maintains contact and communication with clients receiving services to assist in satisfactory adjustment and the resolution of personal problems.

Gives information regarding clients to program specialists to assist them in understanding and counteracting the problems of clients.

Interviews clients in conjunction with or at the direction of program specialists to discuss frustrations, disillusionments, and other problems that may result in providing services to the client.

Provides detailed explanations to clients regarding the applications and procedural aspects of obtaining available services.

Demonstrates and instructs groups in special program areas.

Assists in organizing and operating various community activities; locates and identifies persons in need of community services.

Escorts and transports clients and applicants to various locations.

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

Performs routine clerical tasks and maintains records.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the goals, objectives, procedures, and practices of the assigned program functions.

Ability to contact economically and culturally disadvantaged persons, gain their confidence, and identify individuals who are unaware of services available or of their eligibility for such services.

Ability to perform 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 records and prepare reports.

Skill in the safe operation of a motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

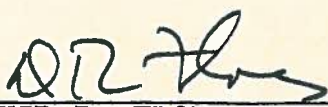
(a) One year of experience as a Community Program Aide I or equivalent work; or

(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