

MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION

Code No. 000623
Grade 13

COMMUNITY SERVICES AIDE I

DEFINITION OF CLASS:

This is community service work, which involves instructing individuals and families in routine, standardized procedures in order to aid them in the process of obtaining specific social and health services. Contacts include staff of health and social service agencies, members of community organizations and the general public for the purpose of exchanging information, locating aid, explaining procedures, making referrals and providing follow-up contact with clients. Public service and assistance is provided to a large number of clients/clients' families. The assistance provided is of a recurring nature, readily identifiable, and usually rendered immediately.

An employee in this class, working under the general supervision of a higher level supervisor, may perform one or more of the following services: acting as an interpreter for non-English speaking clients in health clinics; helping clients by assisting in filling out forms, setting up appointments, explaining rules and procedures, and furnishing transportation; conducting home visits to deliver medication or facilitate access to appropriate health care; making specific referrals to appropriate agencies providing emergency food, clothing, shelter, etc; A Community Services Aide I uses initiative in carrying out recurring assignments independently referring problems or unusual situations to the supervisor. Guidelines and procedures are established, but varied cases require an employee to use judgment to locate, select, and apply appropriate procedures. The work of the class consists of duties involving related processes and methods. The employee, through training and/or prior experience, recognizes the meaning of readily apparent differences in situations, and acts accordingly. The work product affects the reliability or acceptability of, and generally supports further work processes or services. Work is performed primarily in offices, clinics, other public places and private homes. In some cases, these environments may occasionally expose the employee to some discomforts or unpleasantness. Work may involve some risk resulting from occasional exposure to infection, contagious disease, or clients whose behavior is aggressive and unpredictable; these potential hazards require alertness, thorough hand washing and using masks and gloves when exposed to disease and bodily substances. Regular, prolonged periods of standing are required when providing foreign language translation during medical clinics and home visits with professional staff and clients. Other physical demands include but are not limited to sitting at a desk or workstation for prolonged periods; kneeling, bending and stretching to access files; finger manipulation to record, retrieve and use data; and the physical requirements of driving, such as eye-hand/foot coordination.

EXAMPLES OF DUTIES: (Illustrative Only)

- Performs as an interpreter for non-English speaking clients.
- Helps clients in filling out forms by completing and/or reviewing applications, and completing client program records to qualify applicants for assistance.
- Conducts home visits to clients identified as having compromised health/immunization status to encourage/facilitate access to appropriate health care (e.g., directly observe tuberculosis therapy,

registering refugees in established programs).

- Maintains client records and medical histories, reminders of health care and other appointments, inquiries, service referrals and follow-up notes.
- Serves as initial communicating contact, answers routine questions and provides selected information to clients within a specialized program area, through telephone contact and personal interviews.
- Makes specific referrals to appropriate agencies providing emergency food, clothing, shelter; employee may provide transportation for clients when necessary.
- Maintains statistical records of work projects, number of clients assisted, and cultural summary data.
- Attends health/social service-related workshops, in-service training, and case review briefings in order to improve and maintain knowledge of client and community problems and issues.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of available resources to deliver social, health and/or public assistance services.
- Ability to interview clients and compile information for clients' records.
- Ability to establish and maintain effective working relationships with clients of a wide variety of socioeconomic levels and backgrounds, and with representatives of public and private agencies.
- Ability to communicate clearly and effectively in English and to prepare case notes.
- Ability to use supportive listening skills.
- Ability to attend meetings and perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience providing delivery of social, health and/or public assistance services.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Special Minimum Qualification:

- May be required to have bilingual ability (English and a foreign language) depending on position assignment.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job-related duties.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Limited Core Exam with a Drug/Alcohol Screen.

Class Established: June 1975

Revised: November 1980

January 1987

Classification Study: November 1994 (M)

Classification Study: January 2000 (M)
April 2010
August 1013
October 2014