

MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION

Code No. 000622
Grade 16

COMMUNITY SERVICES AIDE II

DEFINITION OF CLASS:

This is community service work which involves aiding individuals and families in the process of obtaining social and health services, certifying eligibility for assistance programs, and providing assistance through workshop presentations. Contacts include clinic physicians and nurses, staff of public and private service agencies, utility companies, community merchants, citizens groups and the general public for the purpose of identifying service needs/coordinating and facilitating service delivery, providing information and referrals, explaining procedures and increasing awareness of available program services. Public service and assistance is provided to a large number of clients/clients' families on demand or on an on-going basis, and involves lengthy and detailed questioning or interviewing to determine the nature of assistance required. Once the service needs are determined, assistance can normally be provided.

An employee in this class, working under the general supervision of a higher level supervisor, is responsible for helping individuals and/or families by directing them to varied services, e.g., temporary housing, legal options, or counseling services; qualifying applicants for assistance programs; providing nutrition and other health-related information; planning and arranging programs and speakers, or participating in planning and conducting workshops on topics germane to service provision for community groups. A Community Services Aide II uses initiative in carrying out a wide variety of recurring assignments independently, referring problems or unusual situations to the supervisor. Guidelines and policies are established and the employee uses judgment to locate, to select and to apply the appropriate regulation, policy, or procedure. Complexity of the work derives from determining what needs to be done, or what action is appropriate, depending on an analysis of the subjects or issues involved in each assignment or case. The work product affects the reliability or acceptability of, and generally supports further work processes or services. Work is typically performed in an office, shelter, clinic or other public place or private home, and involves some discomforts resulting from occasional exposure to moderate levels of noise and body fluids. Safety precautions, such as thorough hand washing, and/or special equipment, such as protective gloves, are employed to mitigate occasional exposure to body fluids, communicable disease, or aggressive and unpredictable behavior by clients. Performance of work may involve occasional long periods of standing; 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 in the course of other functions.
- Obtain patient's blood specimens using techniques such as venipuncture (an employee in this class may be required to draw patient's blood specimens for examination by a physician, nurse, or transmission to a laboratory for analysis).
- Determines client eligibility for services.

- Determines clients' nutritional risk, and provides nutritional information to recipients in food supplement programs.
- Refers clients to appropriate agencies for assistance, provides guidance and assistance to clients in filling out forms, and provides transportation when necessary
- Provides acts of registered or licensed practical nursing as authorized by a Community Health Nurse (RN) and determined by an RN to be appropriate for assignment to a Certified Nursing Assistant (CNA).
- Talks with clients and listens as they work through family problems.
- Participates in the planning of workshops for local groups to assist them in community projects and in arriving at solutions to neighborhood problems.
- Answers questions and provides information on available public or private health and social service programs through telephone contacts and personal interviews.
- Provides health program information to clients and community groups.
- Maintains appropriate records and prepares reports on work projects.
- Participates in case planning/conferences providing input concerning observations of clients'/clients' families' behavior, and the effectiveness of case management.
- Provides life skills instruction to clients'/clients' families in such areas as parenting, housekeeping, personal hygiene, self-sufficiency, and work readiness.
- Plans and arranges for programs and schedules speakers at nutritional lunch sites.
- Coordinates distribution of vouchers for food and milk to individuals and families qualified to receive it.
- Serves as contact person between clients and service agencies.
- Contacts families and individuals as a follow-up to assure needed services are being provided.
- Works on special neighborhood projects as liaison to the community, which may require the use of bi-lingual skills.
- Attends in-service training sessions and seminars.
- Trains and oversees the work of lower level Community Services Aides and/or volunteers.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of available community resources and applicable regulations to deliver social, health, or assistance services.
- Skill in listening non-judgmentally to clients' problems/situations.
- Ability to determine eligibility for assistance.
- Ability to interview clients and compile information for client's records.
- Ability to respond quickly to requests for information and assistance.
- 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 and reports.
- Ability to attend meetings and perform other assignments outside the office.
- Ability to provide transportation for clients to service agency appointments, and to advocate for clients unable to adequately communicate their situations and needs.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of experience providing delivery of social, health and/or public assistance

services, one year of which involved the delivery of services specific to those provided in the assigned position.

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 bi-lingual 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.
- Selected individual positions in this class assigned to draw blood must possess a current license to practice phlebotomy in the State of Maryland issued by the National Phlebotomy Association or similarly recognized national organization (pertains only to positions in this class where drawing blood is a job-related duty).
- Selected individual positions in this class assigned on a regular basis to perform acts of registered or licensed practical nursing as delegated by a Registered Nurse must possess a current Maryland Certified Nursing Assistant certification (CNA).

Note: There will be no substitutions for this section.

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 Drug/Alcohol Screen.

Class Established: June 1975

Revised: November 1980

January 1987

Classification Study: November 1994 (M)

Classification Study: January 2000 (M)

November 2001

November 2006

January 2007

April 2010

August 2013

September 2014