

## COMMUNITY SOCIAL SERVICES TECHNICIAN

Positions in this class work with the multi-problem hard-core clients in providing more complex supportive services. Work involves developing job and housing placements; instructing clients in household management, personal and health care and community living skills; and transporting clients to assure they receive medical, social, educational services. Employee may spend full time conducting group instruction sessions on a variety of the home management and personal care skills; follow-up on clients in schools for status of progress.

### I. DIFFICULTY OF WORK:

Complexity-The clients assigned have multiple problems characterized by complications of mental illness, drug/alcohol abuse, retardation, child abuse, etc. that affect techniques in the service progress. At this level, at least half of the time is spent in developing job and housing resources in addition to providing individual training in the various aspects of household management and personal/health care. Cases are assigned on an on-going basis. Work requires more frequent handling of emergency cases, such as evictions. Another role which is recognized at this level is full-time involvement in-group training in a variety of content areas. Employees may be involved in a combination of these roles, but the predominant amount of time is spent in the more complex areas of developing job and housing resources or group training. Transportation is negligible.

Guidelines-Homemaker Manual outlines services. The particular approach used in instruction, resources for development of housing and jobs are left to creativity of employee within broad guides.

### II. RESPONSIBILITY:

Consequence of Action-The types of placements that can be developed and the success in obtaining cooperation of realtors in remedying unsafe living conditions or resolving evictions can substantially affect the comfort of the client or their families.

Accountability-Employees are expected to identify additional services, within guides, proceed to implement for cases carrying and keep social worker informed. There is greater independence in determining and implementing services with various businesses and resources that influence public awareness and opinion of social services.

Review-Work is reviewed primarily through monthly progress reports and periodic team conferences.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter-Clients have a variety of handicapping conditions that creates limitations in understanding, and they are hard-core clients with stereotyped fears of accepting services. Creativity and ingenuity are required in resource development and home management instruction.

Purpose-Varies from simple information sharing to motivating clients and convincing employers or realtors to provide placements and/or correct deficiencies.

### IV. WORK ENVIRONMENT:

Nature of Working Conditions-Employees work with these clients who often live in extremely poor neighborhoods where conveniences are not always present and/or clients are unable or do not know how to even keep the home clean.

Personal Hazards-Clients can often be verbally abusive and threaten an employee, but harm is unlikely.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities-

Individual Training-Considerable knowledge of and skill in enlisting available community supportive resources for individuals served; considerable knowledge of social, economic, and environmental conditions of clients to be served; considerable knowledge of various types of housing and potential employers for skilled and non-skilled areas; skill in basic reading, writing, and simple mathematics; skill in appraising needs and exercising good judgment in decision-making; skill in establishing rapport with clients and variety of service delivery disciplines and community business personnel; ability to verbally communicate findings.

Special Knowledges for Group Training-Knowledge of instructional techniques effective in-groups; skill in facilitating group discussions.

Minimum Education and Experience-Demonstrated possession of knowledges, skills, and abilities gained through two years of experience in performing similar instructional and community placement tasks; or graduation from a two-year associate degree program designed to prepare support personnel for human services agencies which includes a six month practice/internship in a similar setting (one year of the above experience may be substituted for the practice).

Administering the Class-College graduates in home economics, psychology, child and family, sociology, or social work with one year of the above experience start at the first step of the range. Applicants with two or more years of college and two years of the above experience start at the first step of the range.