

Class Code: 118
City of Anaheim
Class Specification

Classification:
COMMUNITY SERVICES SPECIALIST

DEFINITION: Under minimal supervision, may provide comprehensive youth development and outreach programs for "at-risk" youth; client counseling and information referral services; serve as neighborhood liaison in responding to human service issues and promoting community relations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Provides case management services including assessing client needs, coordinating a service delivery plan, providing para-professional counseling, and conducting follow-up checks on success of client/agency linkage, and conducts client progress checks.

Provides bilingual services including translating and transcribing English to Spanish and Spanish to English, and completion of public assistance forms.

Conducts in-home assessments of family situation and needs and development of service plan. May include conferences with parents regarding status of their child.

Conducts Emergency Assistance and provides Crisis Intervention and follow-up to families. Conducts initial assessment of youths, redirects youths and follow up as needed on all referrals from school administrators, police officers, probation officers and parents.

Identifies short-term and long-term educational needs of clients and provides responsible referrals.

Identifies on-going support services needs of families and assists them in assessing those services (ic: WIC program).

Provides in-depth information and Referral Services.

Establishes Individual Responsibility Agreements with clients.

Monitors and reports clients progress toward independence. Establishes and prepares case management files; prepares and maintains long term tracking records of clients; prepares and maintains statistical and narrative reports, productivity records, daily staff logs, project plans, and incident reports.

Problem solves obstacles to clients progress.

Instructs clients on how to self-assess services.

Recommends programs and services for implementation.

Participates in planning meeting and implementation of special events, educational programs and health services. May conduct parent education presentations on subjects such as gang/drug aware-ness, discipline, and communication.

Maintains effective working relationships with clients, co-workers, and Human Services Agencies.

Develops volunteer opportunities and training. Develops fliers and forms for programs. May provide in-service training to school personnel and other youth service professionals.

When assigned to Youth (Project SAY) Programs:

Conducts behavior guidance and para-professional counseling with youth.

Conducts school based gang, drug, and violence prevention/intervention services, and assist school administrators in tracking "at-risk" youth and assisting them with re-entry into school.

Provides conflict resolution and mediation assistance between youth and their peer, parents, schools, and community.

Develops, coordinates and implements youth development programs/activities that help youths build skills in the five competency areas identified as critical to the healthy development of young people (social/emotional, health/physical, cognitive/creative, vocational, and citizenship/ethical)

When assigned to Youth Programs Continued:

Develop opportunities for youth that help them build developmental assets that youth need to grow up caring and responsible. (Asset categories: Support, Empowerment, Boundaries & Expectations, Constructive Use of Time, Commitment to Learning, Positive Values, Social Competencies, Positive Identity) Guide and supervise youths in the asset categories.

Performs other duties and responsibilities as required.

MINIMUM REQUIREMENTS:

Experience: Responsible experience in counseling social work or a related field, client needs assessment and service plan level. For Youth programs: Responsible experience working with youth in high-risk environments, community youth programs and/or youth development programs.

Knowledge of: Principles and practices of Human Services; Community resources, targeted community profile, and multi-cultural groups; principles of para-professional counseling, client needs assessment, behavior guidance, conflict resolution techniques and mediation practices; effective interpersonal communication skills; record keeping and data collection; When assigned to Youth Programs: Principles and premises of a broad Youth Development Framework including youth Competency Areas and Developmental Assets; current research and practices in the areas of resiliency research, creating environments of positive support, and developing capable young people; youth program coordination; leadership and character development programs for youth; and challenges and obstacles facing at-risk youth.

Skill in: Case management; translating and transcribing English to Spanish and Spanish to English; client needs assessment; communicating with multi-cultural groups; written and verbal communications; developing and maintaining reference sources; establishing and maintaining effective working relationships with those contacted in the course of work; Effective conflict resolution and mediation skills, para-professional counseling and behavior guidance skills, conflict management and crisis intervention; developing service plans and behavioral agreements, making appropriate referrals to community resources; and program coordination, implementation and supervision.

Ability to: Write and speak clearly and effectively in English and Spanish; plan, organize and prioritize tasks; lead, motivate and guide youth participants; communicate effectively with participants and their families, school administrators, law enforcement personnel, social service agencies, religious community, supervisors, and members of the public; maintain effective communication in hostile environments; use effective conflict resolution and mediation techniques; develop program procedures and operating instructions for volunteers and participants; attend pertinent training and develop training for co-workers

License Required: Possession of, or ability to obtain a valid California Driver's License by date of appointment.

Physical Requirements: Visit with clients in high-risk areas.

Supervision Received: Works under the technical supervision of Community Services Supervisor who makes assignments and periodically reviews work.

Career Ladder Information: Experience in this class may meet minimum requirements for promotion to Community Services Supervisor.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.