

Community Service Worker

General Statement of Duties

Implements the objectives of the Housing Authority through programs designed to promote good resident-management relationship and offer assistance in meeting the health, education and welfare needs of residents; does related work as required.

Distinguishing Features of the Class

This is moderately responsible community service work of a varied nature involving implementing tenant programs within and between developments, answering questions, offering advice through discussions and home visits with tenants, and acting as a liaison between residents and management. The work is performed under the general direction of the Community Service Coordinator with leeway permitted for independently carrying out the details of projects or assignments. Supervision may be exercised over a small subordinate clerical staff.

Examples of Work (illustrative only)

- Talks with residents to provide information such as the location of public agencies and facilities beneficial to low-income housing residents.
- Offers advice to residents of all ages and their families regarding employment services, health, community and social services, and educational opportunities.
- Disseminates information regarding new or changed policies or management that affect tenants and issues flyers or conducts informal meetings to explain these.
- Keeps abreast of city, state and federal programs of assistance or services and disseminates this information to residents by pamphlets or meetings.
- Holds discussions, attends resident meetings and managers meetings to act as liaison between the two.
- Prepares reports as required.
- Helps implement and set up programs provided by public agencies within developments.

Required Knowledge, Skills and Abilities

Working knowledge of local public facilities and service agencies. Working knowledge of public housing policy of the Authority. Ability to communicate orally and written form. Ability to establish satisfactory relations with others. Ability to secure the cooperation of others. Good judgment. Resourcefulness. Tact. Courtesy. Good physical condition.

Acceptable Training and Experience

- (A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid experience in work related to school welfare, community services, case work or public administration; **OR**
- (B) Four (4) years of full-time paid experience in work related to social welfare, community services, case work or public administration; **OR**
- (C) Any combination or training and experience as described in (A) and (B) above.

