

**COMMUNITY SERVICES WORKER**  
(Albany Housing Authority)

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for implementing 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. The incumbent is responsible for community service work of a varied nature involving implementation of 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 to independently carry out the details of projects or assignments. Supervision may be exercised over a small subordinate clerical staff.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Provides residents with information such as the location of public agencies and facilities beneficial to low-income housing residents;
- Advises residents of all ages and their families regarding employment services, health, community and social services, and educational opportunities;
- Disseminates information by issuing flyers or conducting informal meetings regarding new or changed policies or management that affects tenants;
- Keeps abreast of city, state and federal programs of assistance or services and disseminates this information to residents by pamphlets or meetings;
- Holds discussions and attends residents 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 Housing Authority developments;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of personal computers and office equipment;
- Working knowledge of local public facilities and service agencies;
- Working knowledge of the Authority's public housing policy;
- Ability to communicate orally and in written form;
- Ability to establish satisfactory relationships with others;
- Ability to secure the cooperation of others;

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- Good judgment;
- Resourcefulness;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- (A) Graduation from high school or possession of a high school equivalency diploma and three (3) years of fulltime paid experience in work related to social welfare, community services, case work or public administration; **OR**
- (B) Four (4) years of fulltime paid experience in work related to social welfare, community services, case work or public administration; **OR**
- (C) Any combination of training and experience as described in (A) and (B) above.

Revised: 10/21/81  
1/20/82  
1/30/02