



LANE COUNTY
B082
Established
11/30/2021
Updated 11/16/2022

COMMUNITY SERVICE WORKER, SENIOR

CLASS SUMMARY: To provide a variety of services to individuals and the community and to assist departments in accomplishing their missions; and to perform related duties as assigned. This classification provides coordination and oversight to ensure all operational duties are covered. The classification facilitates staff communication with each other and the supervisor, acts as a point of contact for individuals and communities, maintains records, and ensures compliance with policies, procedures, and ethical guidelines. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

CLASS CHARACTERISTICS: This is an advanced/journey level class within the CSW series. This classification is distinguished from other classes within the series by the advanced level of knowledge and experience, independent judgment and types of duties assigned, and decision-making required. Employees at this level are given the assignment and determine how best to complete it and they are fully trained in all procedures. Positions at this level are distinguished from other classes within the series by being assigned responsibility for exercising lead or technical/functional supervisory responsibilities over other staff and by assuming increased responsibilities for direct service work in the community. This position will work independently with broad guidelines and may assist with training and mentoring programs for newer or journey level staff.

SUPERVISION RECEIVED AND EXERCISED: Receives general direction from assigned management personnel. May exercise technical and functional supervision over designated staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Provides assistance to members of the community who use the services provided by Lane County. |
| 2. | Perform the technical work of service delivery |
| 3. | Trains, monitors and evaluates the work of volunteers, extra-help and interns. |
| 4. | May assign work and/or act as a team lead. |
| 5. | Provide support to professional positions such as nurses, librarians, social workers, employment specialists and others. |
| 6. | Administers selected psychometric and vocational tests. |
| 7. | Organizes, promotes, and leads special aspects of a program or service. |

LANE COUNTY
Community Service Worker, Sr (Continued)

8.	Conducts interviews with patients, clients and the general public to determine eligibility for programs.
9.	Maintains and updates confidential records and performs other record-keeping as necessary.
10.	Verifies accuracy of information gathered by other staff and ensures complete and accurate records.
11.	Writes reports.
12.	Provides assistance in orienting the public and individuals to services and programs being delivered.
13.	Travels to community locations to provide services to individuals and areas of the community which do not have regular access to the service.
14.	Assembles and tabulates data gathered and generated by other staff members.
15.	Works as a lead for a program or function of a community service effort.
16.	Identifies, enlists, coordinates and schedules volunteer efforts assisting with community service.
17.	Leads, delivers, and coordinates the delivery of materials and services to the population being served, other departments and other governmental entities.
18.	Assists in educating the community regarding services, programs and their goals.
19.	Coordinates programmatic activities with partner organizations.
20.	Promotes the use of evidence based strategies to improve population health by providing supporting partner organizations through activities such as training, and tech assistance.
21.	Provides navigation support to community members in accessing available services and programs.

Knowledge of (position requirements at entry):

- Community resources, services and programs provided.
- Modern office procedures, methods and computer equipment.
- Human relations and the procedures used in dealing with the public as part of a service or program.
- Practices of delivering a service or program to the public and to special populations.
- Vocational testing systems.
- Volunteer resources and the practices associated with using volunteers.
- Teamwork concepts and communication techniques, including conflict resolution.
- Basic principles of supervision, training and work coordination.
- Operations, functions, policies and procedures associated with the department or program area.

LANE COUNTY
Community Service Worker, Sr (Continued)

- Procedures and resources available to handle new, unusual or different situations.

Ability to (position requirements at entry):

- Assist professional level positions in the technical aspects of the work.
- Work with the public and deliver a service or program.
- Convey the purposes and services of a program to the user population.
- Deal with unusual situations and identify those situations when a supervisor is needed.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Identify, enlist and coordinate the use of volunteers.
- Coordinate and organize a special aspect or function of a service or program.
- Identify community resources and use them to better the service or program.
- Advise, train and oversee staff, extra help, volunteers, and interns.
- Lead a special aspect or function of a service or program.

Training and Experience (positions in this class typically require):

Bachelor's degree from an accredited college or university. Three years of experience engaging with community members, collaboration with community agencies. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Licensing Requirements (positions in this class may require):

May be required to obtain a valid Oregon driver's license.

Some positions may require special certification(s).

NOTE: This position is represented by AFSCME Local 2831.

Classification History: Established 11/30/2021 by B.O. # 21-11-30-06. 11/16/22 de minimus changes clarifying partner organization activities.

FLSA Status: Non-Exempt