Community Worker - U

Bargaining Unit: SEIU Local 521 - Administrative, Professional, and Technical Unit

Class Code: Q96

COUNTY OF SANTA CLARA
Established Date: Aug 22, 1973
Revision Date: Feb 12, 2009

SALARY RANGE

$22.66 - $27.32 Hourly
$1,812.80 - $2,185.20 Biweekly
$3,927.73 - $4,734.60 Monthly
$47,132.80 - $56,815.20 Annually

DEFINITION:

Under close supervision, to assist departmental professional and/or technical staff by performing a variety of support tasks and services.

DISTINGUISHING CHARACTERISTICS:

This is the entry and working level class leading to paraprofessional specialization in the field of human services. Positions in this class may be found in a variety of departments. Incumbents receive on-the-job training and perform specific assignments of a well-defined nature.

TYPICAL TASKS:

The following typical tasks are common to positions in this class regardless of departmental assignments. Specific tasks by department are available in descriptive form.

- Acts as liaison with community residents and keeps professional staff informed of current community situations;
- Learns general departmental programs and available community resources in order to acquaint community residents with existing departmental programs;
- Makes appointments;
- Keeps simple records;
- Gathers data and prepares brief reports;
- Arranges transportation or drives residents receiving services of the department;
- May act as interpreter in contacts involving non-English speaking residents;
- Attends appropriate staff and in-service meetings;
- Attends on-the-job training sessions;
- Provides assistance and support services to community residents and professional staff either in the field or clinic;
- Acts as liaison with community residents;
- May counsel clients/patients regarding personal problems and explain to them available community resources;
- Confers with professional staff to assist in evaluating client needs or problems;
- Locates clients in the community who need the services of the department; and
Performs other related duties as required.

EMPLOYMENT STANDARDS:

Possession of a valid California Drivers license prior to appointment, and the ability to qualify for a County Drivers Permit.

Experience Note: The required knowledge and abilities are typically attained through six (6) months of community service experience working with community based or non-profit organizations, which provided an opportunity to be familiar with available community resources and basic record keeping.

Knowledge of:
- Problems, needs, attitudes, and behavior patterns of community residents;
- Available community resources;
- Basic record keeping.

Ability to:
- Understand and follow written and oral directions;
- Record and maintain simple records;
- Read and write English;
- Communicate effectively and establish good relationships with community members;
- Establish and maintain effective working relationships with others.