

COMMUNITY SERVICES PROGRAM SPECIALIST 3

KIND OF WORK

Professional, advisory and informational work in the delivery of community service programs to special communities.

NATURE AND PURPOSE

Under general direction, identify, evaluate and resolve the special service needs of community groups such as refugees and other protected classes in order to meet their housing, health, educational, employment, welfare and legal service needs; perform related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provide community service organizations and the general public with information on the social service needs of a special community, services available to meet these needs, and eligibility requirements for these services in order that programs be accessible to those they are designed to serve by preparing brochures, newsletters, training manuals, etc.

Investigate allegations of discriminatory practices in the delivery of social services in order to recommend changes in service delivery through knowledge of the delivery system and requirements and of the needs of the special community.

Identify the special social service needs of a particular protected group in order to develop/modify appropriate delivery systems and groups through knowledge of the community and its culture and the social service delivery system and agencies.

Collect, analyze and present data which identifies, describes and prioritizes the particular social service needs of a special community so that delivery systems can meet these needs through knowledge of social services research design and evaluation and knowledge of the social service needs of a particular cultural group.

Formulates and recommend department guidelines, rules, procedures, and policies for meeting the social service needs of a special community in order that these needs be met in an effective and timely manner through knowledge of the community's needs and the state's social services delivery system.

Organize and lead committees to recommend improvements to the provision of employment, educational, housing, health and legal services to a special community through knowledge of the community's particular needs and the state's social service delivery system and the ability to chair meetings.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge Of:

The operating departments of the state, their services and requirements in the areas of welfare, corrections, education, health, housing and employment sufficient to recommend changes in service provision or methods to meet special community needs.

The employment, educational, housing, health, welfare and other public service needs of special communities sufficient to recommend changes in the services provided or methods of their provision.

Federal, state, and local anti-discrimination legislation/ordinances sufficient to prevent discrimination and ensure the provision of services to special communities.

The language, culture and customs of special communities sufficient to interpret their impact upon the need for special services and their delivery methods.

Social service research techniques sufficient to evaluate the needs of special communities and the success of various programs and agencies in meeting those needs.

Ability To:

Describe social services available to special communities and other delivery methods and requirements.

Negotiate solutions to problems of service availability and delivery which meet both special community needs and the requirements and feasibilities of service providers.

Organize and direct the work of committees.

Develop and recommend guidelines, rules, procedures and policies for the provision of social services which meet the needs of special communities.

Write brochures, newsletters, training manuals, etc.

Est.: 5/82
Rev.:

T.C.:
Former Title(s):