

DESCRIPTION: Under limited supervision, serves as a liaison to local community partners and customers providing information and guidance on issues pertaining to Economic Assistance programs; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Receives and responds to complaints and concerns from local community organizations and/or customers regarding service delivery and other systems issues; investigates complaints and provides recommendations for means of improvement.

Provides information regarding Economic Assistance programs to local community organizations; answers program questions, provides updated information regarding service delivery and program changes, etc.

Develops and implements informational programs for providers, other local organizations and agency staff regarding types of services and benefits available or aspects of new or revised assistance programs to educate and inform those involved of requirements and services available.

Informs customers of program benefits, rights and responsibilities and/or services available through agency services or other community service agencies.

Attends meetings with outside organizations concerning Economic Assistance programs and services as an agency representative to explain/defend/support the agency's stance on such topics which may be controversial in nature.

Recruits, trains and provides technical assistance to community partners; completes outreach activities and education.

Conducts trend analysis to identify patterns and variations in quality service delivery and prepares various reports and recommendations.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: leadership techniques; coordination of people and resources; principles and practices of social work; principles of individual and group interaction; awareness/understanding of sociological factors influencing human behavior; federal and state laws, rules, regulations, policies, programs and services pertinent to Economic Assistance programs; investigative techniques including collection of evidence, interview techniques, data analysis, evaluating facts and drawing conclusions.

Skill in: interviewing customers to collect and elicit essential information, gain rapport and assess customer needs; meeting facilitation; conflict resolution.

C72190 - COMMUNITY SUPPORT SPECIALIST (continued)

Ability to: communicate ideas clearly and concisely; train and instruct individuals; work independently; investigate circumstances and draw applicable conclusions; interpret, explain and apply state and federal laws and regulations; analyze situations and develop recommendations; develop and maintain effective and positive working relationships with agency staff, service providers and customers; develop and conduct presentations.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in social work, human services, public administration, human development, social sciences, psychology, public relations or related field.

SPECIAL NOTES:

Positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or the ability to provide independent authorized transportation, in order to perform work-related travel.

It may be necessary to adjust regular work hours to meet those convenient for customers and community agencies.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).