

## Community Service Worker

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### **DEFINITION**

This is social service work of an emotional and supportive nature, involving assistance in providing a wide range of social services.

The work of this class involves the provision of direct social services such as eligibility for service and initial problem definition. A key component of this position is the provision of emotional support to individuals, groups and their children. The outcome is to assist clients to obtain a more satisfactory social, economic and/or physical quality of life. Work assignments are in support of social work practices and are normally limited in scope and complexity and require routine decision making processes. Training and staff development is enhanced through individual and group consultation, review of professional literature and attendance at seminars and specialized courses.

Work is performed in accordance with regulations, policies and procedures and is supervised by a professionally qualified supervisor. Reviews are conducted through regular consultation, supervision and the evaluation of submitted records and oral reports.

### **TYPICAL DUTIES\***

Interviews and visits clients who have requested service.

Assists individuals and families through emotional support advocacy and guidance in developing and using their own potential to more adequately meet their social, health, emotional and economic needs.

Determines eligibility for service to meet client needs and refers cases requiring a professional social work assessment to department social workers.

Links clients to needed social services.

Maintains effective liaison and co-operates with other centres/agencies in developing and using their own potential to more adequately meet their social, health, emotional and economic needs.

Determines eligibility for service to meet client needs and refers cases requiring a professional social work assessment to department social workers.

Links clients to needed social services.

Maintains effective liaison and co-operates with other centres/agencies in developing and implementing effective problem solving plans for individuals and families.

Develops, plans, and leads groups of a less complex nature in response to community and client need, in consultation with centre social workers.

Assists social workers in coordinating departmental services to community social agencies, hospitals, schools and other resources.

Promotes public awareness of centre activities and provides public education activities to community and individual clients of a less complex nature.

Coordinates, recruits, screens, assigns and supervises agency volunteers.

Provides general information and referral services to clients.

Completes case records, statistical data and monthly reports as well as other written documentation

as required.

Provides supervision to students as required.

Performs other related duties or selected projects as required.

**KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of the basic social work practices and social services, economics, sociology and psychology.

Knowledge of community, social, child care and health resources.

Ability to understand and accept the needs and rights of others and to work with a wide range of service recipients.

Ability to compile factual reports.

Ability to express ideas effectively and with proficiency.

Developed skills in communication and interpersonal skills to maintain a supportive social service relationship.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

University graduation in Social Sciences from a recognized university or a two (2) year diploma from a community college or technical institute in social services plus two (2) years' related work experience in social services. Employees with a degree (BSW, MSW) or diploma in Social Work must be registered with the Alberta College of Social Workers.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0600		0601	
Last Updated:	1996-09			
Previous Updates:	1986-02, 1983-09, 1983-06, 1981-05			
Originated:	1973-07			