

**COMMUNITY ACTION PROGRAM SPECIALIST I/ II****DEFINITION:**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are **not** intended to reflect all duties performed within the job.*

To determine clients' needs for program services and to provide case management and/or crisis intervention in one or more of various program areas, including housing services, weatherization, youth delinquency prevention, victim witness, family self-sufficiency and preservation, consumer training and education, income and employment services, and emergency assistance. Performs other duties specific to Community Action and/or other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

***Community Action Program Specialist I:*** This is the entry level class within the Community Action Program Specialist series. Employees within this class perform a significant portion of the work assigned to the journey level but without the independence or full responsibility expected of positions at the full journey level. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions.

***Community Action Program Specialist II:*** This is the full journey level class within the Community Action Program Specialist series. Employees within this class are distinguished from the Community Action Program Specialist I by the performance of the full range of duties as assigned, including the more complex cases. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Employees at this level typically specialize in multiple program areas and/ or serve multiple counties.

**SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from higher-level supervisory or management staff. The Community Action Program Specialist II may provide leadership and coordination of activities of lower-level staff as assigned.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

Analyzes clients' financial and eligibility information to determine initial or continuing eligibility for programs.

Secures case documentation, records, and/or other information from other agencies as required.

Interviews and evaluates clients' for specific program services eligibility and/ or employment opportunities, including service needs assessment and crisis intervention, to assist individuals/ families in achieving self-sufficiency.

Conducts orientation workshops for new and returning participants; explains regulations, rules and policies to clients and apprises them of their rights and responsibilities for program participation.

Develops client service plans and provides case management services; serves as an advocate for clients as appropriate.

Monitors clients' progress and ensures compliance with program requirements.

Refers clients' to other services, resources, or agencies, as appropriate.

Prepares work/caseload statistics and reports in an accurate and timely manner; completes and/or processes various forms and reports required for specific program areas.

Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.

Receives and provides inter-agency and outer-agency referrals.

Develops and conducts various client classes and workshops.

Plans and implements special community awareness and education programs and projects as assigned.

Receives and responds to inquiries regarding program services from clients, other agencies, and the general public.

Establishes and maintains cooperative, effective working relationships with program participants; department employees; regional employers; educational facilities, trainers and all others who are program stakeholders and supporters.

Attends meetings, trainings, and workshops with other departments, government agencies, local organizations, and consortiums in matters regarding to program service areas.

Performs general administrative/ office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local policies, laws, and regulations.

Interpersonal, problem solving, and organizational skills.

Goals and purpose of community/ social service programs.

Effective communication with individuals from diverse socio-economic and cultural backgrounds.

Techniques for crisis intervention and counseling.

Methods of case recording and report preparation.

Community social service agencies, other organizations, and functions.

Business letter writing and report preparation; English language usage, punctuation, spelling, and grammar.

Modern office procedures, practices, and technology.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws, and regulations.

Interview effectively to solicit thorough, pertinent, and accurate information.

Accurately gather, record, and evaluate data necessary for the implementation of appropriate services.

Demonstrate sensitivity, compassion, courtesy, and patience with clients.

Communicate and deal effectively with individuals and groups in stressful situations.

Cope effectively with people in crisis.

Set priorities and work effectively under conditions of limited supervision and rapidly changing situations.

Make referrals to local and regional service providers for social, medical, mental health, and/or other specialized services.

Use interpersonal, problem-solving, and organizational skills.

Identify and evaluate social service needs and complete case management plans.

Maintain confidentiality as appropriate.

Prepare and maintain reports, records, and logs.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

*Community Action Program Specialist I:*

Experience:

Two (2) years of experience performing advanced journey level or specialized clerical/ para-professional duties. Experience providing social services, public assistance, counseling, or case management is preferred.

Training:

High school diploma or GED equivalent.

*Community Action Program Specialist II:*

Experience:

One (1) year of experience performing duties comparable to those of the Community Action Program Specialist I, or three (3) years of experience providing social services, public assistance, counseling or case management.

Training:

High school diploma or GED equivalent.

LICENSE OR CERTIFICATIONS:

Possession of, or ability to obtain, a valid California driver's license. Bilingual services are highly desired.

WORKING CONDITIONS:

*Mobility* - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

*Visual* - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

*Dexterity* - Frequent holding, reaching, grasping, repetitive motion, and writing.

*Hearing/Talking* - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

*Emotional/Physiological Factors* - Frequent decision making, concentration, and working alone; and occasional public contact.

*Special Requirements* - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

*Environmental Conditions* - Occasional exposure to noise, dust, and poor ventilation; and occasional exposure to varied weather conditions.

**PHYSICAL DEMANDS:**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.