

COMMUNITY REFERRAL SPECIALIST

Code No.: 4-18-540
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level position that has contact with participants of a particular program such as continuing education who are in need of or will benefit from available community services and/or require evaluation and assessment in a particular area including social, medical or financial. Duties involve making referrals to appropriate agencies after making brief assessments of program participant needs, in order to assist them with coping and dealing with daily life issues. The employee reports directly to, and works under the general supervision of a program coordinator or other higher level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Assists program participants gain knowledge of and access benefits from human service organization, and community and government agencies equipped to handle myriad of issues such as health, mental health, financial, substance abuse, housing issues, and job searches/training;

Advocates on behalf of participants by dealing directly with agency staff in areas such as utility shut off notices, conciliations, and benefit sanctions;

Assists in collecting information for the evaluation of financial, budgetary and medical needs;

Assists participants with form completion;

Assists participants with resume development, obtaining proper job interview attire, and completing job applications;

Refers participants to legal aid agencies, Judicial Process Commission and other agencies that assist with legal issues or clients who are on probation/parole;

Assists participants with accessing food banks;

Assists participants with public assistance applications;

Keeps current on community service agencies in order to make appropriate referrals;

Develops, cultivates and maintains working relationships with program administrators and keeps them updated on clients' progress;

Works collaboratively with community education and agency staff to assist with client success;

Maintains accurate case file records, monthly attendance and progress reports, and submits information to supervisor;

Develops letters of referral to related service providers, generates reports of contact hours, compiles demographic information, ensures eligibility paperwork is complete and accurate and responds to general inquiries about available services and programs;

Attends monthly staff meetings and professional development training.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of community and human service agencies; good knowledge of effective interviewing techniques; working knowledge of the social service system; ability to follow oral and written directions; ability to assist clients with day-to-day problems and needs; ability to assist clients with form completion and accumulate documentation; ability to compile records; ability to interview and obtain specific and relevant information; ability to write reports and correspondence; ability to maintain confidentiality; ability to communicate effectively orally and in writing with a variety of people; ability to organize and manage time and resources efficiently; ability to maintain effective professional relationships; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

(A) Graduation from a regionally accredited college or university with a Bachelor's or Associate's degree in Psychology, Sociology, Human Services, Social Work or a closely related field plus one (1) year paid full-time or its part-time equivalent experience in a human services* field; OR,

(B) Three (3) years paid full-time or its part-time equivalent experience in a human services* field; OR,

(C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

*Human Services field is defined as that which is involved in the delivery of social, economic or emotional support services to people in our society who are having difficulty coping with the pressures and strains of modern life.

SPECIAL REQUIREMENT: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

ADOPTED: May 8, 2014