

NEIGHBORHOOD REPRESENTATIVE

Code No. 4-18-057

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for intake and referral activities as well as providing clients, community, and neighborhood groups, and the general public with information about various services offered by the Monroe County Department of Human Services and related agencies. Work is performed either in a central or satellite office. Responsibilities also involve acting as a liaison between the agency/school district and community by attending informational meetings, providing assistance in interpreting regulations, and reviewing individual cases to ensure compliance with policies and regulations. The employee reports directly to, and works under the general supervision of, an administrative 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.)

Greets clients and obtains necessary preliminary information for referral to proper division;

Meets with clients to obtain necessary information, review related records, and initiate planning processes and/or referrals to appropriate community agencies;

Provides community groups with information on various services offered by state and local community agencies and service providers such as the Department of Human Services, Vocational and Educational Services for Individuals with Disabilities (VESID), supplemental security income (SSI), social security disability insurance (SSDI), Office for People With Developmental Disabilities (OPWDD), State Rehabilitation Council (SRC), and the Finger Lakes Development Disabilities Service Office (DDSO);

Assists clients by interpreting regulations such as Part 100 and 200 of the Regulations of the Commissioner of Education;

Assists clients with eligibility standards of various service providers;

Participates as a committee member on various community organizations, state committees and parent/neighborhood groups;

Writes clear, concise and accurate reports;

Reviews case records in accordance with regulations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of agency programs, policies and procedures; good knowledge of community and service provider state agencies in the county; good knowledge of related regulations such as Part 100 and 200 of the Regulations of the Commissioner of Education; good knowledge of eligibility standards of local providers

and agencies such as VESID, SSI, SSDI; working knowledge of social problems within the inner city and rural suburban areas; ability to communicate both orally and in writing; ability to develop narrative reports on cases reviewed; ability to establish good working relationships; ability to make appropriate referrals and sound decisions; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus one (1) year paid full-time or its part-time equivalent professional* experience in a community or neighborhood organization or social welfare, health, outreach or preventive services.

*Professional experience does not include secretarial, clerical or receptionist type duties.

SPECIAL REQUIREMENT:

If you are appointed, you will be required to possess a valid New York State license to operate a motor vehicle or otherwise demonstrate your ability to meet the transportation needs of the position.

Monroe County Civil Service Commission

ADOPTED: December 3, 1981

REVISED: September 9, 1999

REVISED: December 9, 1999

REVISED: November 6, 2008

REVISED: October 6, 2022