

LANE COUNTY  
B001  
B002B  
Established 01/30/91  
Updated 03/11/02  
Updated 09/14/06

## **COMMUNITY SERVICE WORKER 1 COMMUNITY SERVICE WORKER 2 - Bilingual**

*(Only the Community Service Worker 2 classification has a bilingual designation)*

### DEFINITION

To provide a variety of services to the community and to assist departments in accomplishing their missions; and to perform related duties as assigned.

### CLASS CHARACTERISTICS

Community Service Worker 1: This is the entry level class in the Community Service Worker series. This class is distinguished from the Community Service Worker 2 by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the 2 level. Since this class is typically used as a training class, employees may have only limited work experience. Employees work under immediate supervision while learning job tasks.

Community Service Worker 2 Bilingual: This is the full journey level class within the Community Service Worker series. This class is distinguished from the Community Service Worker 1 by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and may be filled by advancement from the 1 level.

### SUPERVISION RECEIVED AND EXERCISED

#### Community Service Worker 1

Receives general supervision from assigned supervisory and management personnel.

#### Community Service Worker 2 Bilingual

Receives direction from assigned supervisory or management personnel.

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Comm. Svc Worker 1, Comm. Svc Worker 2 Bilingual (Continued)

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

Provides assistance to members of the community who use the services provided by Lane County.

Assists in performing the technical work of service delivery and processes the clerical portion of the technical work.

Acts as an assistant to professional positions such as nurses, librarians, social workers, employment specialists and others.

Administers selected psychometric and vocational tests.

Organizes and promotes special aspects of a program or service.

Conducts interviews with patients, clients and the general public to determine eligibility for programs.

Maintains and updates confidential records and performs other record-keeping as necessary.

Schedules and verifies interviews or appointment times ensuring coordination between the service being provided and the individual being served.

Verifies accuracy of information gathered by other staff and ensures complete and accurate records.

Write reports.

Provides assistance in orienting the public and individuals to the service and program being delivered.

Travels to outlying areas to provide services to individuals and areas of the community which do not have regular access to the service.

Assembles and tabulates data gathered and generated by other staff members.

May provide clerical support work such as typing, word processing, filing and receptionist duties when necessary.

Works as an assistant taking responsibility for a portion of a program or function of a community service effort.

Identifies, enlists, coordinates and schedules volunteer efforts assisting with community service.

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Comm. Svc Worker 1, Comm. Svc Worker 2 Bilingual (Continued)

EXAMPLES OF DUTIES (con't)

Delivers and coordinates the delivery of materials and services to the population being served, other departments and other governmental entities.

Assists in educating the community regarding the service program and its goals.

MINIMUM QUALIFICATIONS

Community Service Worker 1

Knowledge of:

Community resources, services and programs provided.

Modern office procedures, methods and computer equipment.

Human relations and the procedures used in dealing with the public as part of a service or program.

Ability to:

Assist professional level positions in the technical aspects of the work.

Work with the public and deliver a service or program.

Convey the purposes and services of a program to the user population.

Deal with unusual situations and identify those situations when a supervisor is needed.

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

Communicate clearly and concisely, both orally and in writing.

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Comm. Svc Worker 1, Comm. Svc Worker 2 Bilingual (Continued)

Experience and Training (Community Service Worker 1)

Training:

Equivalent to the completion of two years of college course work.

Experience:

One year of responsible community service experience.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Community Service Worker 2 Bilingual

In addition to the qualifications for Community Service Worker 1:

Knowledge of:

Practices of delivering a service or program to the public and to special populations.

Vocational testing systems.

Volunteer resources and the practices associated with using volunteers.

Operations, functions, policies and procedures associated with the department or program area.

Procedures and resources available to handle new, unusual or different situations.

Ability to:

Identify, enlist and coordinate the use of volunteers.

Coordinate and organize a special aspect or function of a service or program.

Identify community resources and use them to better the service or program.

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Comm. Svc Worker 1, Comm. Svc Worker 2 Bilingual (Continued)

Experience and Training (Community Service Worker 2 – Bilingual)

Experience:

Two years of responsible community service experience.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Necessary Special Qualifications

May be required to obtain a valid Oregon driver's license.

Bilingual definition updated; approved by HR Director 09/14/06

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Comm. Svc Worker 1, Comm. Svc Worker 2 Bilingual (Continued)

**COMMUNITY SERVICE WORKER 2 - BILINGUAL "B"**

*Bilingual designation is an adjunct classification of the Community Service Worker 2 only.*

Language - *Spanish*

DEFINITION:

To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

EXAMPLES OF DUTIES:

In addition to the regular knowledge, skills, and abilities required of the employee's main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- Interpreting between English speakers and LEP persons.
- Orally translating documents
- Providing oral assistance
- Providing written assistance, including some written document translation

MINIMUM QUALIFICATIONS:

Knowledge of:

Both languages, demonstrating the ability to convey information in both languages quickly and accurately.

Ability to:

- Communicate clearly and concisely.
- Maintain confidentiality of communications.

EXPERIENCE AND TRAINING:

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.