

NC-XI, PT. II
ALL CITY AGENCIES

CODE NO. 56056

COMMUNITY ASSISTANT

General Statement of Duties and Responsibilities

Under direct supervision, with some latitude for independent initiative and judgment, is trained in and performs auxiliary work in any phase of community programs; assists in carrying out assigned tasks to provide necessary and important community services; performs related work.

Examples of Typical Tasks

May assist in improving community services by performing liaison functions among or between City agencies, community organizations and groups and the individuals they represent and service.

May assist in counseling, placement and related services such as training and release planning; may assist in preparing reports, evaluations and correspondence and in maintaining case records.

May assist in providing community services such as security and safety.

May receive training in and perform auxiliary work for a community development program.

May assist in the orderly conduct of children to and from educational facilities and the elderly and infirm to and from community functions.

May assist in the direction of tenant activity programs in projects; may work to improve tenant-management relations, and encourage participation from the community; may contact residents of projects and the surrounding neighborhoods to elicit their support and participation in group recreational activities.

May assist in environmental enrichment activities such as installing and maintaining trees, shrubs, planted areas, etc.

May assist in community health programs in pest control activities, such as the elimination of areas of pest infestation; may participate in the collection and removal of debris from environmental surfaces, and may assist in the removal of snow and ice.

May participate in fire salvage and related safety and habitability programs.

May be trained in and assist in programs of community enhancement, improvement, and/or rehabilitation.

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COMMUNITY ASSISTANT (continued)

Examples of Typical Tasks (continued)

May receive training and assist in the repair, maintenance, improvement and rehabilitation of housing property owned and managed by the City.

May receive training and assist in work of ordinary difficulty and responsibility in municipal real estate management.

May perform office tasks such as filing, keeping records, and typing; may answer telephones, make referrals, take messages and act as messenger.

In the Department of Homeless Services performs the following typical tasks:

May organize the serving area of a cafeteria or dining room and participate in food service, including directing clients into dining room and other related areas; assists in dish-washing and preparation of food.

May help load, unload, and store supplies; helps in the distribution of supplies and their replenishment; assists in maintaining appropriate supply and inventory records; is responsible for transporting household supplies and equipment; assists in the make up and breakdown of beds, including their proper storage.

May perform general cleaning in kitchen and dining areas, toilets, bath and shower facilities, offices, stairs and hallways, storage, supply and linen rooms; is responsible for garbage disposal and sanitation; picks up and bags soiled laundry; polishes metal, empties wastebaskets, and moves furniture; is responsible for floor maintenance, stripping, waxing and polishing; washes plaster tile, walls, wallpaper, venetian blinds, shades and electrical fixtures; may change light bulbs; maintains grounds, cuts shrubs, and removes ice and snow.

May assist clients in maintaining personal hygiene; dispenses soap, towels, and disinfectants to clients during the showering and delousing process, operates washing and drying machines in the laundry process, assist infirmity personnel by sterilizing containers, issuing sputum bags to clients, etc.

May assist in peer counseling. May transfer records and other items from one area to another; and provide client escort services. May assist in monitoring client program activities; may assist in the intake process, obtaining information and making entries.

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COMMUNITY ASSISTANT (continued)

Examples of Typical Tasks (continued)

May assist clients in getting access to shelter. May monitor client crowd control and call security when appropriate.

May be trained for and participate in fire safety programs in the shelters.

May perform office tasks such as filing, keeping records, and typing; may answer telephones, make referrals, take messages and act as messenger.

Qualification Requirements

1. There are no formal education or experience requirements for this position. However, the ability to understand and carry out simple instructions is required.
- # 2. Candidates must be able to understand and be understood in English. For certain assignments, the ability to speak a foreign language may be required.
- # 3. For certain assignments the ability to perform specific physical tasks may be required.

Special Note

When posting for a specific position no reference should be made to foreign language or physical tasks and physical abilities unless the position requires them. When required, only the foreign language and/or physical tasks and physical abilities required for that position should be specified in the posting.

Lines of Promotion

This class of positions is classified in the Non-Competitive Class.