

THE CITY OF LOS ANGELES

CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

01/10/02

COMMUNITY PROGRAM ASSISTANT, 2501

Summary of Duties: A Community Program Assistant informs, assists and counsels members of the community on a variety of programs and services in the areas of social services, education, training, youth development, employment and counseling; networks with the public, local businesses and other public agencies to support and augment community based programs; and performs other related work.

Distinguishing Features: A Community Program Assistant is a staff position assigned to a Community Based Service Center, or a staff liaison position assigned to network with community groups and community based organizations. This class differs from the class of Community Program Director in that the latter is normally in charge of one or more Youth and Family Centers, or supervises a small staff involved in developing and implementing community based programs. This class also differs from Community Services Representative in that the latter class performs subprofessional work in publicizing and promoting a City department's programs or services.

Example of Duties: A Community Program Assistant:

- ?? interviews clients in order to identify their needs in areas of social services, education, training, employment and counseling,
- ?? determines which available resources are most appropriate for the identified client's needs;
- ?? refers client to appropriate service provider;
- ?? develops and maintains a resource directory of service providers;
- ?? compiles data relating to type, quality and nature of client's needs;
- ?? prepares narrative, statistical and referral reports on a variety of subjects;
- ?? assists in conducting civic education workshops, and vocational and educational counseling workshops;
- ?? prepares and disseminates flyers or other promotional or informational material;
- ?? assists in developing and implementing strategies to create a network of locally focused groups to enhance, create, support and augment programs for children, youth and their families;
- ?? contributes to the development of community and citywide action plans to meet the needs and improve the neighborhood support;
- ?? represents the department at meetings;
- ?? provides information on current research, legislative and community initiatives for youth;
- ?? identifies opportunities for collaborative efforts and public outreach;
- ?? may supervise or act as a lead over program staff.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: It is desirable that the Community Program Assistant have the following knowledges and abilities:

Knowledge of:

- ?? social services programs and providers available in areas such as youth services, education, job training and employment, and counseling;
- ?? methods and practices used in developing and sustaining human services programs;
- ?? methods and techniques for disseminating program information to the public.

Ability to:

- ?? interact well with others in varying age groups, and social and economic backgrounds;
- ?? obtain cooperation and participation of the public, private agencies, and other organizations and institutions;
- ?? write clear and concise reports, memorandums, letters and other written materials;
- ?? use arithmetic for basic record keeping purposes and to maintain statistical information;
- ?? communicate orally sufficiently to secure information from program participants, convey information on services that are available, and to make presentations before groups;
- ?? accurately keep records such as resource directory, client files and pertinent information;
- ?? review, interpret, summarize, and make recommendations on legislation relating to social services and youth development issues.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

Minimum Requirements:

1. Graduation from a recognized four year college or university; or
2. Four years of full-time paid experience performing work related to social services, community services, counseling, job training and employment programs, youth programs, child development, gang prevention or education.

License: A valid California driver's license may be required for some positions in this class.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.