

**COMMUNITY PROGRAM ASSISTANT (2501)
TASK LIST 2021**

1. Recruits and interviews clients such as those in targeted high-risk populations or other marginalized groups in order to identify their needs in areas of social services, education, training, employment and counseling.
2. Consults clients on available programs, services and resources such as those provided by City departments or outside/local organizations in order to identify what would best meet the clients' needs and refer and/or enroll the clients as needed.
3. Develops and maintains a resource directory of service providers such as housing and human services in order to properly and efficiently provide referrals.
4. Gathers, prepares, and analyzes data/metrics such as client needs, progress, and outcomes in order to deliver the appropriate direct services.
5. Plans, organizes and writes documents such as narrative, statistical and referral reports covering a variety of subjects in order to provide and make appropriate recommendations.
6. Conducts department-specific or program/service-related workshops, trainings and presentations such as special events or other activities in order to provide appropriate, comprehensive information to staff members, volunteers, clients and members of the community.
7. Prepares and disseminates documents such as flyers or other promotional/informational material to share information with a wide range of audiences with varying needs.
8. Assists in developing and implementing workplace strategies such as creating a network of local-focused groups in order to enhance, create, support and augment department programs dealing with targeted populations.
9. Represents a department at events such as meetings or conferences in order to present information to other departments, organizations, clients or members of the community.
10. Identifies opportunities for collaborative efforts such as public outreach in order to gather/share information and obtain feedback from clients or members of the community.
11. Acts as a liaison to community, faith, professional, private, public, organizations, neighborhood councils, and schools in order to share information and improve outreach and access to City programs, services, and resources.

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Community Program Assistant-II

12. Recruits, interviews, trains and mentors individuals such as volunteers in order to properly support workgroup and provide efficient, comprehensive service to clients with varying needs.

Community Program Assistant-III

13. May supervise, direct or act as lead over personnel such as program staff (i.e. other Community Program Assistants, etc.) in order to maintain high productivity of workgroup.