



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 2001

COMMUNITY WORKER

C7B1TX TO C7B2XX

DESCRIPTION OF OCCUPATIONAL WORK:

This class series uses two levels in the Health Care Services Occupational Group and describes positions that provide information and support services in various health care and human service agencies. The work involves seeking out persons in need of services and helping those clients to obtain appropriate information concerning programs, eligibility, and application processes. Positions provide information directly or refer clients to specific programs, create and lead discussion groups, teach health-related topics to individuals and groups, schedule appointments and transportation, and arrange for foreign language translation services. Areas of assistance include education and training, housing, financial assistance, rehabilitation, alcohol and drug services, civil rights, social services, health services, nutrition, legal services, etc.

INDEX: Community Worker I begins on this page and Community Worker II begins on page 2.

COMMUNITY WORKER I

C7B1TX

CONCEPT OF CLASS

This class describes the clearly defined level. Positions follow established work procedures and operate within standard guidelines and alternatives that are known and any deviation from such requires prior approval. Some assignments do not move beyond this level.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the

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operation. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed as described here. Positions apply established, standard guidelines that cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

COMMUNITY WORKER II

C7B2XX

CONCEPT OF CLASS

This class describes the fully operational level. Positions operate independently to perform the full range of tasks and problem solving. Judgment is used to select the most appropriate guidelines and adapt them to accomplish the work. Positions continually determine practical solutions to problems and apply specific processes, techniques, and methods. Positions serve as a resource to other staff. The Community Worker II differs from the Community Worker I on the Decision Making, Complexity, and possibly Purpose of Contact.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the operational level, as described here. Within limits set by the specific process, choices involve deciding what operation is required to carry out the process. This includes determining how the operation will be completed. By nature, data needed to make decisions are numerous and variable so reasoning is needed to

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develop the practical course of action within the established process. Choices are within a range of specified, acceptable standards, alternatives, and technical practices.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study information to determine what it means and how it fits together in order to get practical solutions to problems. Guidelines in the form of standard operating procedures, methods, and techniques exist for most situations. Judgment is needed in locating and selecting the most appropriate of these guidelines that may change for varying circumstances as the task is repeated. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of any of the following:

Exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints.

Detecting or discovering information or problems by interviewing or investigating where the issues or results of the contact are not known ahead of time.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective 7/1/01 (LLB). HCS Consolidation Study revised class description. Draft published 2/21/01, proposed 5/10/01, and final 7/1/01.

Effective 9/1/93 (KAS). Job Evaluation System Revision project. Converted Community Worker A (A8480) to Community Worker I (C3C1). Converted Community Worker B (A8481) to Community Worker II (C3C2). Published as proposed 05/10/93.

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Created 1/1/75. Community Worker A and B (A8480-1).

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Community Worker I	Defined	Prescribed	Exchange	Indiv. Contributor
Community Worker II	Operational	Patterned	Exchange or Detect	Indiv. Contributor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services