

AGING SERVICES ASSISTANT

259-E

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of paraprofessional and clerical duties in support of activities of an aging and youth services office. Incumbents may assist in various activities of the Office for the Aging and Youth Services, including serving as a support staff for the operation of the nutrition services program and coordinating transportation services for clientele. Work is performed under general supervision with leeway for independently performing many of the duties of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Engages in activities in support of Office for the Aging and Youth Services programs;

Coordinates transportation services for clientele to accommodate medical needs;

Answers inquiries and provides information to the public relative to services available and directs phone calls to appropriate staff;

Maintains records of all transportation services provided to clients;

Maintains records of all meals ordered for clients who participate in the Long Term Care Meal Program and verifies billing received from nutrition vendors;

Establishes procedures for processing referrals for homebound meals, transportation and other services, including distribution of referrals to outreach staff;

Establishes and maintains files on all active homebound clients and attempts to locate homebound clients when not at home to ensure their safety;

Conducts routine correspondence regarding status of clients with homebound meals, staff meetings, changes in department policies and procedures and other general routine correspondence using computer software;

Collects and compiles statistics and customer service surveys as mandated by the State and reports

findings to various officials;

Serves as liaison between Site Managers and Nutrition Coordinator keeping them abreast of various

issues affecting the sites;

Serves as liaison between Sullivan County Transportation, RSVP Volunteers and Clients to enhance

transportation services;

Organizes and prepares all nutrition site orders for congregate sites and homebound meal deliveries;

Collects vouchers and time sheets submitted by staff and volunteers and other paperwork pertinent

to the nutrition and/or transportation programs;

Assists clients in completing applications for HEAP benefits;

Counts and records fees received from transportation and nutrition staff;

May receive and distribute incoming mail and prepare daily deposits to Treasure's Office when

needed;

Operates a variety of office equipment;

May perform other duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Good knowledge of office terminology and procedures; good knowledge of business

arithmetic and English; good clerical aptitude; good knowledge of geographic area served by the

Office for the Aging and its social conditions; working knowledge of programs and services

available through the Office for the Aging and other service providers; working knowledge of the

characteristics, needs and interests of older persons; ability to demonstrate sensitivity to the elderly

and to cultural diversity issues; ability to follow oral and written directions; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of an equivalency diploma and four (4) years of clerical experience including the use of word processing applications; or
- (B) Graduation from high school or possession of an equivalency diploma and four (4) years of experience in assisting older persons in managing day-to-day needs (i.e. health needs, financial needs, home management, recreational needs; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

NOTE: Post high school education can be substituted for work experience on a year-to-year basis.

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Last Reviewed: 05/13/03
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

New Job Classification in Draft - 5/13/03
Revised in Draft 5/30/03
Revised and placed in classplan on 7/1/03
Revised and placed in SC Personnel Classplan 4/12/18
Revised and replaced in Classplan 8/20/2021
Revised and replaced in Classplan: 10/4/2022