

AGING SERVICES PROGRAM EXAMINER

259-C

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of varied assignments in support of services and programs provided through the County Aging Services Office, with emphasis on assisting elderly persons to identify, apply for, and use available human services programs. The work may involve assisting in completing applications or records for program benefits, housing, or services. Work is performed under supervision of the Aging Services Case Management Coordinator.

TYPICAL WORK ACTIVITIES:

Provide information about resources and services available in the community;

Assist clients in completing applications for social services benefits, social security programs, housing assistance, HEAP assistance, or similar types of benefits;

Accompanies clients on visits to doctors, human services agencies, or otherwise assists clients in arranging for transportation;

Makes home visits and gathers information to recertify persons receiving meal program benefits through the Aging Services Office;

Meets with clients or persons referred for services and gathers information to make an initial assessment of the individuals needs;

Makes home visits to assess continuing eligibility for meal programs or in response to specific requests for home visits, and makes referrals to other human services agencies as deemed appropriate;

Assists in providing utility or similar services for agency clients;

May assist in identifying job opportunities for persons eligible for employment programs;

Answers phones and assists persons who request information at the Aging Services Office;

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of the geographic area served by the Aging Services Office; basic familiarity with human services and programs offered in the community and the eligibility criteria relating to services and programs; working knowledge of the characteristics, needs, and interests of older persons; ability to provide appropriate and effective case services to clients with emphasis on providing assessment and referral services; ability to record case notes and to present ideas clearly in writing; ability to deal with people in an interviewing situation; ability establish rapport with, relate to, and motivate elderly people; and sensitivity to the needs of the elderly and to cultural diversity issues.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree; or
- (B) Two years of experience in examining, evaluating, or investigating claims for assistance or benefits using established eligibility criteria; or two years of experience in assisting older persons in managing day to day needs; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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