

AGING SERVICES SPECIALIST

259-D

DISTINGUISHING FEATURES OF THE CLASS: This position involves work in support of Office for the Aging Services with emphasis on assisting elderly persons to identify, apply for and use available human services programs, including applying for Public Assistance benefits, housing assistance, HEAP assistance and nutrition service programs. The work is performed under the general supervision of the Director of Aging Services. The Nutrition Services Coordinator will oversee the incumbent in duties relating to the meal nutrition program. Services are carried out at the Office for the Aging offices and throughout the County. Supervision may be exercised over volunteers and clerical staff.

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.*

Works directly with older persons and their delegates in the office and through home visits to help identify needs and provide information regarding available services and benefits;

Assists clients in completing applications for social services benefits, social security programs, housing or HEAP assistance, insurance claims, tax waiver forms, STAR Program or similar types of benefits;

Initiates linkage between senior citizens and service providers and follows up to assure needed services are delivered;

Meets with clients or persons referred for services and gathers information to make an initial assessment of the individuals' needs for home delivered meals and other benefits;

Acts as a liaison between the Office for the Aging and other government, public and private agencies to assist in maintaining a current and effective file of all resources and services available to

senior citizens in the County;

Serves as an advocate for senior citizens with various institutions, attends fair hearings with Social Security Administration, seeks waivers for finance charges if deemed appropriate and assists in providing utility or similar services for clients;

May make arrangements for geriatric assessments to be conducted by the hospital;

Conducts informational sessions with senior groups at nutrition sites and senior clubs and various health fairs around the County;

May escort participants for food shopping or doctors visits and may act as monitor on buses on special occasions as well as assists in writing out checks and mailing clients' bills;

Completes mandated State and Federal assessments forms, independent living assessments and nutritional risk assessments and maintains records and statistics utilizing computer based software;

Supervises Title V Program for low income individuals working for non-profit agencies with a goal toward assisting them to attain employment in the private sector;

Performs various routine activities in support of Office for the Aging programs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the geographic area served by the Aging Services Office; good knowledge of human services and programs offered in the community and the eligibility criteria relating to services and programs; good 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 express oneself clearly, both orally and in

writing; ability to relate to and motivate older people; and empathy in handling sensitive human problems and cultural diversity issues.

MINIMUM QUALIFICATIONS: Either

- (A) Satisfactory completion of 60 credit hours from a regionally accredited or New York State approved college or university and two (2) years of work experience involving face to face client contact in a human service agency or program; or
- (B) Two (2) years of experience as a Registered Professional Nurse; or
- (C) Graduation from high school or possession of a high school equivalency diploma and four (4) years experience as outlined in (A) above; or
- (D) An equivalent combination of training and experience as defined in (A), (B) and (C) above.

***NOTE:** Must possess and maintain a valid driver's license.*

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.