

COORDINATOR OF SERVICES FOR THE AGING

DISTINGUISHING FEATURES OF THE CLASS: This is a responsible position that coordinates and manages health and long term care insurance counseling and assistance and consumer education for primarily seniors age 60 or older in Sullivan County under HIICAP & NY Connects. A person in this position may be responsible for general, specific, long range and immediate planning, assisting in the administration of the programs, coordinating the various activities or administering a services component for the Office for the Aging. May serve as an assistant to the Director of the Office for the Aging. The work is performed under the general supervision of the director of the Office for the Aging with considerable latitude allowed in the performance of duties. Supervision may be exercised over subordinates.

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.*

Coordinates the Health Insurance Information, Counseling and Assistance Program;

Assists the director in planning, developing and coordinating programs and services for the aging;

Provides technical assistance to municipal and community agencies concerned with programs and services for the aging;

Develops and participates in liaison activities with private and voluntary agencies concerned with the aging;

Providing information and Assistance and/or options counseling on long term care services and supports available through NY Connects;

Participate in the maintenance NY Connects resource materials that are available to consumers, including ongoing contact with local service agencies.

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Participate in trainings about and be able to explain eligibility determination for Medicare and other programs in order to help individuals determine which plan best suits their needs

Conduct research as needed for services;

Collect and organize data using agency specified software programs to produce timely and accurate monthly, quarterly and ad-hoc reports for the agency as well as the State Office for the Aging.

Collect and maintain a thorough knowledge of all local long-term care programs and payment sources, as applicable to older adults and individuals of all ages with disabilities.

Assists in public information and education efforts including preparation of news releases, establishing contacts with media, attending meetings, speaking to groups concerning the problems of older persons, and generally interpreting the role of the office for the aging to the public;

Studies, evaluates and makes recommendations about programs, problems, suggestions and research concerning the aging;

Assists the director in or has responsibility for budget, finance, personnel and purchasing;

Assists in the development and conduct of training for employees and volunteers;

Supervises the activities of an office staff, agency employees and volunteer workers.

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

TERISTICS: Good knowledge of the characteristics, needs and interests of the aging; good knowledge of community agencies, facilities and services which can be utilized to aid the elderly; working knowledge of public information and relations techniques; ability to plan and supervise the work of others; ability to communicate effectively and clearly both verbally and in writing; ability to

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organize; initiative and resourcefulness; tact; courtesy; and integrity.

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 a Master's Degree with major work in Social or Behavioral Sciences, Public Health, Public Administration, Recreation, Education, or related field and one (1) year of full-time paid supervisory experience in community organization or in the field of aging; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree with major work in Social or Behavioral Sciences, Public Health, Public Administration, Recreation, Education, or related field and two (2) years of full-time paid supervisory experience in community organization or in the field of aging; or
- (C) 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 with major work in Social or Behavioral Sciences, Public Health, Public Administration, Recreation, Education, or related field and four (4) years of full-time paid supervisory experience in community organization or in the field of aging.

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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Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

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