

**INFORMATION AND REFERRAL OUTREACH COORDINATOR**

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for supervising an Information and Referral Outreach Program in an Aging Services Office. Duties will include establishing procedures for accomplishing program objective, supervision of subordinates, and coordinating program services with related Aging or Social Services Agencies in the area. Work is performed under general supervision with leeway for using independent judgment in conducting program activities.

TYPICAL WORK ACTIVITIES:

Provides liaison for all aspects of the Information and Referral Outreach Program with appropriate agencies in the delivery of services to the elderly;

Trains and supervises Information and Referral Outreach staff;

Implements recruitment, orientation, and placement of Senior Volunteers within the Information and Referral Outreach Program;

Plans, develops and implements a continuous program of public relations with a variety of community organizations and agencies;

Provides direct service to agency clients;

Prepares and issues appropriate federal, state and local reports and records pertaining to program activities;

Evaluates the effectiveness of operational procedures and program activities;

As agency representative, attends appropriate meetings and conferences regarding program or related activities;

Coordinates the Office for the Aging efforts with other agencies providing services for the aging.

**INFORMATION AND REFERRAL OUTREACH COORDINATOR****Page 2****FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS**: Good knowledge of the characteristics, needs and interests of the aging; good knowledge of the major social problems affecting elderly persons; good knowledge of community agencies, facilities and services which can be utilized to aid the elderly; good knowledge of income, retirement, insurance or related programs which can be utilized to aid the elderly; working knowledge of the principles and techniques used in client interviewing; ability to establish rapport with persons being served by an aging services office; ability to communicate clearly and effectively, both verbally and in writing; tact; courtesy; and integrity.

**MINIMUM QUALIFICATIONS**:

- (A) Graduation from high school or possession of a high school equivalency diploma and three years of experience in a social services, human services or related field, at least one year of which shall have been in a supervisory capacity; or
- (B) Graduation from a New York State recognized or regionally accredited two year college with an Associate degree in Community Services or related field and one year of supervisory experience in a social services, human services or related field; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

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Last Reviewed: 5/14/86  
Jurisdictional Class: Competitive  
Public Hearing: N/A  
NYS Civil Service Commission Approval: N/A