

Herkimer County

SENIOR AGING SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position undertakes responsibility for implementing Office for the Aging programs such as the Home Energy Assistance Program (HEAP), Weatherization Referral Program, NY Connects Program, and similar aging programs. This position differs from Aging Services Assistant in that the duties are more complex, the level of responsibility is higher and requires a broader knowledge of programs and operations. The work is performed under the general supervision of the Director and the incumbent may assign and review work of lower level employees. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Screens elderly clients for those in need of and eligible for various agency programs;
- Determines applicants' program eligibility for Office for the Aging/NY Connects programs;
- Handles more complex issues within the Office for the Aging/NY Connects;
- May supervise employees by assigning and reviewing completed work;
- Interviews individuals to explain aging services and NY Connects programs, assess level of need for service and make referrals to other resources where appropriate;
- Distributes and relates information about resources, programs and services in the community available to the elderly;
- Assists in the preparation of a variety of public relations and informational materials to educate individuals in the community
- Maintains records and basic statistics on components of programs and inputs client data;
- Prepares and submits fiscal documents related to Aging Services/NY Connects Programs;
- Conducts follow-up with clients and other service providers to ensure provision of services;
- Attends staff meetings, conferences, meeting, and trainings as required;
- Identifies community resources to meet the needs of individuals who need assistance;
- Speaks in public to provide an overview of services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of programs and services available through the Office for the Aging; good knowledge of the characteristics, needs and interests of the elderly; good knowledge of services and resources in the community; ability to analyze facts and make determinations on program eligibility; ability to communicate effectively, both orally and in writing; ability to work well with the elderly; ability to supervise a small number of lower level employees; ability to maintain records; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Either -

- (A) Graduation from a regionally accredited or New York State registered college or university with an associate's degree in social services, human services or related field and one year of experience in a human services agency involving the delivery of services;

- Or** (B) Graduation from high school or possession of a high school equivalency diploma and three years of experience in a human services agency involving the delivery of services;

PROMOTIONAL QUALIFICATION: One year of permanent competitive class service as an Aging Services Assistant