

AGING SERVICES REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: The work involves a wide variety of supportive services to the elderly in the areas of outreach, information and referral. Cases requiring more intensive services are referred to appropriate agencies. Incumbents in this class must have an understanding of and empathy for the characteristics, needs and problems of the elderly. The work is performed under the general supervision of a Coordinator of Services for the Aging. Direct supervision may be exercised over volunteers, clerical and other agency staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews older persons or their delegates via telephone or in person to identify their needs and evaluates them for program services offered by Office for Aging; Provides information to the elderly concerning resources and agencies available to help resolve their difficulties; Refers clients to appropriate community resources such as Home Energy Assistance Program, Mental Health Clinic, Public Health Department, Homemaking Agencies and others; Oversees services for the client and avoids duplication of services by acting as a liaison between involved community agencies; Provides outreach services in order to identify elderly in need of services by speaking at Senior Citizen Centers and targeting public information campaigns for this purpose; Writes and assists in distribution of newspaper procedures by Office for Aging; Assists clients in filling out forms, obtaining eligibility information and gathering required documentation; Serves as client representative at benefits interviews; Maintains accurate and current records regarding client contracts and activities including on-going narrative files for each client, and daily and monthly numerical reports; Follows up on clients and other community agencies to ensure that required services are being provided and to facilitate delivery of such services; Trains and directs the work of volunteers; Coordinates client services with other agencies in regard to long term planning of client needs. Serves as liaison/coordinator for specialized program areas within the area agency's spectrum of services.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the characteristics, needs and interests of the elderly; Good knowledge of community agencies, facilities and services which can be utilized to aid the elderly; Good knowledge of interviewing techniques and methods; Working knowledge of demographic make-up of the area serviced by the Office for Aging as it relates to the elderly; Ability to communicate effectively both orally and in writing; Ability to relate to and motivate older people; Ability to direct and evaluate the work of others; Empathy in handling sensitive human problems, Integrity, Initiative; Patience; Tact; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A. Completion of 60 semester credit hours from a regionally accredited or New York State registered college or university with a minimum of 12 credits in psychology, sociology, gerontology or closely related field; OR

B. Two years full-time paid or equivalent part-time verifiable volunteer experience in community organization, or providing information or supportive services to clients; OR

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT: Eligibility for a Class D Operator's license as issued by the New York State Department of Motor Vehicles. Possession of license at time of appointment.

Adopted 10/21/88

Revised 11/4/98; 10/12/05

Reviewed 8/17/01