

## **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. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)** Interviews individuals or their delegates via telephone or in person to identify their needs and evaluates them for program services offered by Office for Aging; May provide Options Counseling; 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 creating targeted public information campaigns for this purpose; Writes and assists in distribution of Office for the Aging newspaper; 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 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 the 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 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:** A valid New York State driver's license is required at time of appointment and must be maintained during employment.

**NOTE:** Your degree 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 was awarded by an educational institution outside 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Adopted 10/21/88

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