

## AGING SERVICES SPECIALIST

**Distinguishing Features of the Class:** The work involves providing a wide variety of supportive services to the elderly in the areas of outreach, information and referral. Another responsibility of the position is to complete an assessment of the client, by looking at the person's health history, current health, home environment, medications, and the client's ability to perform activities of daily living to determine if needs are met or unmet. With the client's approval referrals are then made to agencies that can address the unmet needs that were identified. The incumbent conducts a follow-up to determine if the client is satisfied with the program. 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 direct supervision of an Aging Services Program Coordinator. The Aging Services Specialist directs the work of volunteers. Does related work as required.

**Typical Work Activities:**

- Assists clients over the phone, or when they come into the office, on any concern they may have which may include answering questions or providing referrals regarding insurance, social security, or any care-giving issues.
- Interviews elderly persons or their delegates via telephone or in person to identify their needs and evaluate them for program services offered by Office for the Aging.
- Provides information to the elderly concerning resources and agencies available to help resolve their difficulties.
- Refers clients to appropriate community resources to address needs.
- Coordinates client services with other agencies in regard to long-term planning of client needs.
- Monitors clients and other community agencies to ensure that required services are being provided and to facilitate delivery of such services.
- 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 persons in need of services and to increase participation in nutrition programs and other programs offered.
- Maintains accurate and current records on a computer regarding client contacts and activities including on-going narrative files for each client, and daily and monthly numerical reports.
- Trains and directs the work of volunteers.
- Attends staff meetings and conferences to learn about various services.
- Initiates contacts with various agencies or health care providers to present programs and schedules programs and attends as the representative of Office for the Aging representative.
- Plans activities for victims of Alzheimer's monthly support group meetings which includes meeting with family members to listen and give the family informal support, suggestions, and provide informational material for the family.
- Makes home visits to homebound, frail elderly by referral from supervisor to assist seniors in concerns they may have.

## AGING SERVICES SPECIALIST continued

**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 served by the Office for the Aging as it relates to the elderly.
- Ability to operate a computer to enter and retrieve data.
- 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.
- Sensitivity to individual and cultural differences.
- Initiative
- Patience
- Tact
- Physical condition commensurate with the demands of the position

**Minimum Qualifications:**

- (A) An Associates degree from a regionally accredited or New York State registered college or university with a minimum of 12 credits in psychology, sociology, gerontology or a closely related field, which would prepare an individual for effectively dealing with or responding to elderly people and 2 years experience in human services; **OR**
- (B) Four years experience in human services, preferably aging related.

10/07/98  
07/25/01

CLASS:       COMPETITIVE