

AGING SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves participating in the operation of the Department of the Aging and may involve assisting in the implementation or operation of a services component of the department. This position distinguishes itself from an Aging Services Aide by requiring a higher level of responsibility or specialization in one or more specialized programs. Duties are performed under general supervision. An Aging Services Specialist does related work as required.

TYPICAL WORK ACTIVITIES:

- Assists in the implementation and operation of a specific service component, such as NY Connects, or performs a variety of specialized tasks in support of programs and services for older persons;
- Conducts interviews, intakes and screenings of clients and may require extensive follow up with clients or agencies
- Provides technical assistance to caseworkers and support staff as well as municipal and community agencies concerned with programs and services for the aging;
- Works directly with older persons or their delegates and identifies agencies, programs, services and individuals potentially useful to older persons;
- Maintains and updates a Services Resource Manual for purposes of referencing programs and entitlements;
- Makes recommendations to the Director regarding programs and services for older persons;
- May supervise the activities of assigned staff and volunteer workers;
- May attend meetings and speak to groups concerning the problems of older persons and the role of the office for the aging.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the characteristics, needs and interests of the aging; working knowledge of community agencies, facilities and services which can be utilized to aid the elderly; ability to develop and organize client services; ability to communicate clearly and effectively both verbally and in writing; tact; courtesy; integrity; physical condition sufficient to perform the essential functions of the position.

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

- A. Graduation from a regionally accredited or New York State registered college or university with at least an Associate degree in human services or resources, gerontology, sociology, psychology or closely related field;

OR

- B. Two years of experience involving the examination, investigation or evaluation of claims for assistance in an agency operating under established criteria for eligibility.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 7/8/22