

AGING INFORMATION SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this position is responsible not only for the development, monitoring and coordination of outreach programs to service the senior population, caregivers and those in the long term care system in the areas of information and referral, counseling and advocacy, but also for the direct provision of these services. These services are provided through the use of community agencies and volunteers and this employee is responsible for the recruitment, training and direction of staff involved in these programs. Direct service to the senior population is provided by the employee. Work is performed under the general supervision of the Director, Office for the Aging, with latitude permitted for the exercise of independent judgment. Supervision may be exercised over subordinate employees.

TYPICAL WORK ACTIVITIES:

1. Develops support service programs to meet the needs of the senior population in the areas of information and referral, advocacy and related services;
2. Develops and supervises intake and referral procedures for seniors and other eligible individuals or caregivers requiring assistance on matters relating to medical, emotional, social, financial and other problems;
3. Provides and oversees the provision of direct information and referral services in counseling families for senior family matters;
4. Conducts support groups for senior citizens and their families on a variety of special topics pertaining to the problems and concerns of seniors and caregivers;
5. Supervises the work of subordinate employees;
6. Develops a variety of material such as pamphlets, booklets, newspaper articles, etc. to provide public with information on services to and for the elderly and other potential clients;
7. Supervises or personally answers a variety of phone and walk-in requests for information and referral assistance;
8. Participates regularly with other agencies concerning the problems and needs of the elderly which may influence the planning and delivery of community services;
9. Disseminates information about Office for the Aging programs, services and functions through press releases, public speaking engagements and the publication of informational material such as brochures and pamphlets;
10. May act as an advisor to community groups organized to address problems related to aging;
11. Assigns cases to Community Service Workers and other staff as appropriate;
12. Trains and supervises staff assigned to community service activities;
13. Does related work as required.

AGING INFORMATION SERVICES SPECIALIST (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of characteristics, needs and interests of the aging and their caregivers, especially as they relate to health, income and housing; thorough knowledge of community resources and facilities designed for the care and interests of older adults; good knowledge of the techniques of interviewing and counseling; good knowledge of community organization; working knowledge of word processing software packages; working knowledge of the laws relating to the elderly and long term care; ability to plan, direct and supervise the work of others; ability to establish satisfactory working relationships with the elderly as well as with a variety of public agencies and community groups; ability to communicate effectively, both orally and in writing; good judgment; tact; patience; initiative; 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 a Master's degree in gerontology, planning, community organization, social work or a related social science field and one (1) year of full-time work experience in social work, counseling, community services, human services planning or a similarly related field which also involved supervision of paid staff;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and three (3) years of full-time work experience in social work, counseling, community services, human services planning, or a similarly related field, one (1) year of which also involved supervision of paid staff;
- OR: (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and five (5) years of full-time work experience in social work, counseling, community services, human services planning or a similarly related field, one (1) year of which also involved supervision of paid staff;
- OR: (D) An equivalent combination of training and experience as indicated above.

NOTE: One (1) year of experience as described above may be substituted for one year of formal higher education (30 credits equal one (1) year).

SPECIAL REQUIREMENT:

Possession of a valid driver license at time of appointment and to maintain position.

HU1201

REVISED: 09/12/78 08/83 11/15/84 07/01/91 06/11/92 2/9/10