

## **AGING SERVICES REPRESENTATIVE**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves providing a wide variety of supportive services to the elderly in the areas of outreach, entitlements counseling, advocacy and service coordination. Incumbents are required to interview clients in distressing human situations, assess their service needs, and assist clients in locating and/or obtaining services. 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 with some leeway for independent decision-making. The Aging Services Representative directs the work of Homemakers, volunteers and other staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Interviews older persons or their delegates via telephone and/or in person to assess their economic, emotional, social and environmental needs and evaluate them for services;

Provides information to the elderly concerning resources and agencies available to help resolve their difficulties;

Refers clients to appropriate community resources such as the Social Services Department, Mental Health Clinic, Public Health Department, home health care agencies and others;

Coordinates services for the client and avoids duplication of services by acting as a liaison between involved community agencies;

Provides outreach services, makes presentations and participates in information fairs in order to identify elderly persons in need of services by speaking at Senior Citizen Centers, canvassing neighborhoods on a door-to-door basis, and targeting public information campaigns for this purpose;

Writes and coordinates articles, does lay-out, edit and coordinate distribution of monthly newspaper produced by Office for Aging;

Assists clients in filling out forms, obtaining eligibility information and gathering required documentation;

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;

Monitors clients and other community agencies to ensure that required services are being provided and to facilitate delivery of such services;

May train and direct the work of Senior Community Service Workers, Homemakers and volunteers;

Attends staff meetings and conferences to maintain familiarity with scope of available services;

Coordinates client services with other agencies in regard to long

term planning of client needs.

**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 and eligibility requirements for such services;

Good knowledge of interviewing techniques and methods;

Working knowledge of demographic make-up of the area served by the Office for 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 prepare and maintain client records and reports;

Ability to maintain successful relationships with people;

Ability to cope with individuals in distressing human situations;

Sensitivity to individual and cultural differences;

Initiative; Courtesy; Good Judgement;

Tolerance;

Patience;

Tact.

**MINIMUM QUALIFICATIONS:**

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 social work, psychology, sociology, gerontology or a closely-related field; OR

B) Graduation from high school or possession of an equivalency diploma and one year of experience in community organization\* or human services\* ; OR

C) Graduation from high school or possession of an equivalency diploma and two (2) years of experience performing administrative clerical work that involved computer and software program usage; OR

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

**EQUIVALENCY STATEMENT:**

Six months experience in community organization\*, or Human Services\* may be substituted for the 12 credits in social work, psychology, sociology, gerontology or closely related field, based on the following equation:

Two college credits in the indicated fields of study equal one month work experience as indicated above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

\*-Human Services experience is that which is involved in the direct delivery of social, economic or emotional support services to people who are having difficulty coping with the pressures and strains of modern life. The experience requires judgment on the part of the individual in dealing with or responding to the client. Teaching experience is not considered human service.

\*-Community Organization-an accepted field of social work practice which involves a change agent (the community organizer) and a social system (a community). The priorities, the location of the appropriate resources, and the taking of action by the community with respect to the particular constellation of needs, resources, and priorities.