

AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for performing a wide variety of tasks in the Ulster County Office for the Aging. The incumbent engages in community outreach and provides in-house information, referral services and other assistance to the aging population within Ulster County. The work is performed under direct supervision of a higher level employee. Supervision is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of activities performed by an employee in this title, do not represent any one position. Incumbents in this title may perform some or all of the activities listed as well as other activities not described.

Participates and engages in activities in support of the Ulster County Office for the Aging and their respective programs;

Works directly with senior citizens and their delegates providing outreach, in-house information and referral services and other requested assistance;

Works directly with the aging population and their delegates to assist them in meeting their needs;

Makes home visits in response to requests of individual older persons and reports needs to staff;

Distributes and relates information about resources and services available in the community;

Answers telephone and provides routine information;

Performs routine clerical duties in support of an office staff, including sorting and filing mail, forms and other materials;

May attend on-going trainings and/or seminars provided by the State Office for the Aging and other community-based organizations;

May attend continuing educational programs related to the elderly;

May assist in the preparation of reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of programs and services available through the Ulster County Office for the Aging and other service providers; working knowledge of the characteristics, needs and interests of older individuals; ability to communicate effectively with older persons who may have physical and/or language difficulties; ability to relate to and motivate older persons; ability to establish and maintain effective working relationships with others; ability to understand and empathize with the needs and concerns of others; tact; courtesy; dependability; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: None.

ULSTER COUNTY
0130 AGE SV AID
Classification: Labor
Grade: 1
Union: CSEA

Adopted: April 11, 1978
Revised: August 28, 1980
Revised: April 5, 2006