

## **COMMUNITY SERVICES REPRESENTATIVE**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class serves as liaison between the community and the County Office for the Aging. The work is performed under general supervision of the Director of the Office for the Aging or other designated managerial employee. Considerable leeway is allowed the employee for the exercise of independent judgment within administrative guidelines. Supervision is exercised over clerical employees as well as Aging Services Aides. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Prepares brochures, new releases and other written material explaining agency services;

Gives talks and presentations on the topic of resources available to the aged;

Meets with agency clients and assists them in obtaining community services;

Assists the Director in planning agency activities;

Develops and maintains liaison with other agencies providing services to the aging;

Attends seminars and training sessions in aging services topics;

Represents the department at meetings with community groups or other agencies;

Prepares correspondence and brief narrative reports;

Provides training to agency staff to help them in serving agency clients.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the characteristics, needs and interests of the aging, especially as they relate to income, health, recreation, housing, nutrition and transportation; good knowledge of community resources which can be utilized to help the elderly; good knowledge of techniques for disseminating information to the public and promoting the activities of the agency; ability to train agency staff so that they can better assist the aging; ability to communicate clearly, both orally and in writing; ability to give interesting talks on the topic of aging services; ability to develop and maintain productive liaison with other agencies providing services to the aging; ability to get along well with others.

**MINIMUM QUALIFICATIONS:** Two (2) years of paid or verifiable volunteer experience providing referral or counseling services to the aging.

**Note:** College level study in sociology or in a related field may be substituted for up to one year of the experience. One year of college level study equals one year of experience.

ULSTER COUNTY  
1520 CMM SV REP  
Classification: Competitive  
Grade: 1  
Union: CSEA

Adopted: September 10, 1986