

SENIOR AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class participates in the day to day outreach, information and referral tasks of the Office for the Aging (OFA). The work is performed under direct supervision of the Director. Supervision is exercised over the work of 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.

Participates in activities supported by the Office for the Aging programs, which includes performing clerical duties related to such programs, as the Health Insurance Information and Counseling Assistance program (HIICAP), Home Energy Assistance Program (HEAP), and the Meals Program;

Assists clients with forms and applications for senior services including assisting with HEAP applications as needed;

Provides information to public and clients relative to senior services;

Keeps apprised of changes in Federal, State and Local laws, rules, regulations and programs affecting senior services, and apprises staff by means of written reports regarding the changes;

Provides Legal Assistance, Public Hearing and the Advisory Council with clerical support related to the programs;

Prepares articles received by staff for publication;

Writes and prepares for publication articles on OFA Outreach to Community;

Performs routine clerical duties such as maintaining files, gathering information for reports, acting as the receptionist when needed, and monitoring the supply of brochures, pamphlets and maintaining supply;

May assist Caseworkers with yearly monitoring of contract agencies;

Attends training courses when required;

Assists Director of OFA when so directed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Ulster County and its social conditions; good knowledge of programs and services available through the Office for the Aging and other service providers; good knowledge of the characteristics, needs and interests of older persons; ability to communicate effectively with older persons, including those who have physical or language difficulties; ability to relate to and motivate older persons; ability to maintain records,

assists in the preparation of reports and performs routine office tasks; empathy with the aged; physical condition commensurate with the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma; **OR**
- B. One (1) year of paid or volunteer experience in the provision of support services for the elderly; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

ULSTER COUNTY

Revised: April 15, 2004

5970 SR AGE AID

Classification: Non-Competitive

Grade: 6

Union: CSEA