

SENIOR AGING SERVICES ASSISTANT

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 incumbent provides direct client engagement, information and referral service with a particular focus on the NY Connects Program. The work is performed under direct supervision of the Director. Supervision is exercised over the work of the Senior Aging Services Aide(s) and the Aging Services Aides. This position is required to have all the required trainings for the NY Connects program. 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, such as the Health Insurance Information and Counseling Assistance program (HIICAP), Home Energy Assistance Program (HEAP), Supplemental Nutrition Assistance Program (SNAP), the Senior Nutrition Program, and New York Connects Program, which includes performing clerical duties related to such programs;

Oversees, trains, and supports new and existing staff in resource identification, data collection and record keeping, including the NYS Health Commerce System and the Statewide Client Data System and/or any other applicable programs required by NYSOFA;

Assists clients with forms and applications for senior services including assisting with HEAP, SNAP, Medicaid, and Senior Housing applications as needed;

Attends and assists with NY Connects related meetings;

Attends regular NY Connects trainings, conferences and various resource trainings, keeps current with those trainings, supports, and assists other staff with NY Connects trainings, data entry, reporting and ongoing record keeping;

Provides information to public and clients relative to senior services, caregiver navigation, and long-term services and supports;

Keeps apprised of changes in Federal, State and Local laws, rules, regulations and programs affecting senior services and individuals with disabilities;

Assists with organizing the annual Public Hearing and various OFA/NY Connects programming;

Provides ongoing public education and awareness campaigns promoting NY Connects, advocates on behalf of seniors as necessary with local and state officials, and assists other department heads and staff in helping clients;

Prepares articles received by staff for publication;

Directs and organizes senior events throughout the year, depending on need, outreach locations and requests by seniors, including presenting information about services and resources when requested

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

Manages the Senior Hub Site, generates and facilitates programs;

Assists Director and Deputy 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; working knowledge of the principles and procedures of the NY Connects system/program; 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, prepare reports and perform routine office tasks; ability to train and support staff in service delivery, data entry, and reporting standards; empathy with the aged; physical condition commensurate with the position.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of an Associates degree in Human Services or a related field and one (1) year of paid or volunteer experience in the provision of support services for the elderly; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of paid or volunteer experience in the provision of support services for the elderly; **OR**
- C. Five (5) years of paid or volunteer experience in the provision of support services for the elderly; **OR**
- D. An equivalent combination of training and experience as indicated in A, B & C above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
5973 SR AGE AST
Classification: Competitive
Grade: 8
Union: CSEA

Adopted: June 12, 2025