

SITE PROGRAM MANAGER (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This position acts as a NY Connects liaison that is responsible for connecting people of any age, with any type of disability and regardless of income with available community services, programs, and resources to address their needs. The incumbent will be the on-site point of contact for programming activities and organizing events at the Trudy Resnick Farber building and must work with directors, managers, and programmatic staff, as needed, in scheduling department and partner initiatives and enhancing existing services through provision of county support. This position requires the ability to speak, read and write the Spanish language, as well as the English language. Work is performed under the general supervision of the Director, Office for the Aging or their designee allowing for progressive leeway in making independent judgments as experience and knowledge progresses. Supervision is exercised over subordinate employees assigned to the site. 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 the following, as well as other related activities not described.

Visits with clients to determine needs for services, communicating in Spanish and English when necessary;

Recommends and connects clients with available community services, programs and resources to address their needs, communicating in Spanish and English when necessary;

Provides information and assistance to older adults, individuals with disabilities and caregivers including eligibility for services and application assistance for various benefits via telephone, email, online or in-person, communicating in Spanish and English when necessary;

Conducts individual interview (screening) to identify clients' needs related to long term services and supports (i.e.: individual and/or caregiver needs, resources, and available supports, possible financial/programmatic eligibility for Medicaid and other public benefits) utilizing the State-designed screening tool, communicating in Spanish and English when necessary;

Provides referrals to person-centered assistance/options counseling when appropriate, communicating in Spanish and English when necessary;

Provides outreach, public education and awareness about long term services and supports, and other programs within the community, communicating in Spanish and English when necessary;

Assists clients with application and enrollment in public assistance benefits utilizing the NY Connects kiosk, communicating in Spanish and English when necessary;

Attends trainings, both preliminary and ongoing through NY Connects, Peer Place and the County;

Maintains accurate and current records in state mandated databases;

Maintains liaison with communication agencies and resources for purposes of client referral, communicating in Spanish and English when necessary;

Attends NY Connects meetings;

Relays information to appropriate agency or department using Customer Relationship Management (CRM) technology;

Coordinates and maintains scheduling systems for the facility use with County Departments and partner agencies;

Consults and coordinates with the Office of the County Executive, Office for the Aging and other County, and community agencies on an ongoing basis.

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 practices and principles of administering the NY Connects system/program; working knowledge of available community facilities and resources; working knowledge of interviewing procedures and practices; working knowledge of the functions of local government and the relationship among departments, and the interaction between public and private agencies; ability to identify positively with people; ability to relate to a potentially difficult client population; ability to design and utilize effective scheduling and reporting systems; ability to read, write, speak, communicate and understand English and Spanish; working oral and written language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication; good organizational skills; good powers of observation, perception and analysis; good judgment; initiative and resourcefulness; emotional maturity; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a bachelor's degree and one (1) year of full-time paid or its part-time equivalent experience in a human services setting determining eligibility for services; **OR:**
- B. Possession of an associate's degree and three (3) years of full-time paid or its part-time equivalent experience in a human services setting determining eligibility for services; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in a human services setting determining eligibility for services.

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.

Special Requirement 1: Incumbents in this position must have a working oral and written language proficiency in the Spanish language with understandable, smooth expression at a conversational level of communication by the end of their probationary period.

Special Requirement 2: At time of appointment, and through out employment in this title, candidates must possess a valid New York State driver's license.

ULSTER COUNTY
6804 SITE MGR S
Classification: Competitive
Grade: 14
Union: CSEA

Adopted: December 2, 2024
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