

ORANGE COUNTY CLASS SPECIFICATION

TITLE: AGING SERVICES SPECIALIST (SPANISH/ENGLISH SPEAKING) **GRADE:** 09
TITLE ABBREVIATION: AGING SERV SPEC (SPAN/ENG SPK) **TITLE NO.:** 6062
JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** AS **FLSA CODE:** NE
DEPARTMENT: OFFICE FOR THE AGING **DIVISION:** I & A
SUPERVISOR'S TITLE: SPECIAL PROGRAMS DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves work in support of Office for the Aging services through the delivery, in person, by telephone or mail, of case assistance, information and referral and the completion of mandated home-delivered meal assessments and reassessments. Incumbents must be fluent in both English and conversational Spanish in order to provide the services to elderly clients some of whom may be Spanish speaking. The work is performed under general supervision of the Special Programs Director and is carried out at Office for the Aging office and throughout the County. Supervision may be exercised over volunteer clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES:

Works directly with older persons and their delegates through NY Connects to help identify needs, provides information regarding services, benefits and entitlements; initiates linkage between senior citizens and service providers and follows-up to assure needed services are delivered; intercedes, negotiates and advocates with providers on seniors' behalf to assure services and benefits are delivered;

Makes home visits in response to requests of individual senior citizens to provide information, assistance and/or makes appropriate referrals;

Conducts in-home comprehensive needs assessment, prepares written goal-oriented care plan based on this assessment and follows up on care plan to assure linkage with needed services;

Determines eligibility for home delivered meals and completes mandated home-delivered meal assessments and reassessments;

Assists seniors in completing applications and forms for services and benefits;

Assists in establishing and maintaining a file of all resources and services available to senior citizens in the County;

Acts as liaison between the Office for the Aging and other government, public and private agencies to maintain a current and effective information and assistance service;

Distributes requested information concerning resources and services available to senior citizens;

Maintains detailed records of client information and services delivered; inputs information into computerized client tracking system and prepares statistical reports as required;

Shares intake duties on a rotating basis with other OFA staff when assigned to the Central Intake Desk;

Performs various routine activities in support of Office for the Aging programs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of geographic areas served by the Office for the Aging and social conditions of the County; 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 demonstrate a working proficiency in Spanish; ability to communicate with older persons who may have physical or language difficulties; ability to relate to and motivate older people; empathy in handling sensitive human problems; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Bachelor's Degree or higher and six (6) months of work experience involving face to face client contact in a human service agency or program; OR
- (B) Completion of sixty (60) credits and one (1) year of work experience as outlined in (A) above;
- (C) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as outlined in (A) above.

Notes:

- Ability to speak, understand and write conversational Spanish will be evaluated during probationary period;
- Your degree or credits must have been awarded 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 or credits were 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: Must possess and maintain a valid driver's license.