

**ORANGE COUNTY CLASS SPECIFICATION**

**TITLE:** SPECIAL PROGRAMS ASSISTANT **GRADE:** 11

**TITLE ABBREVIATION:** SPEC PROG ASST **TITLE NO.:** 6698

**JURIS.CL:** C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

**DEPARTMENT:** OFFICE FOR THE AGING **DIVISION:**

**SUPERVISOR'S TITLE:** SPECIAL PROGRAMS DIRECTOR

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves responsibility for assisting in the development, implementation and delivery of specialized programs for the elderly, their caregivers and the general public. These programs include but are not limited to health insurance coverage, long-term care and the point-of-entry for Orange County residents. Incumbents in this class assist with public relations for assigned programs, and coordinate training related to assigned programs. NY Connects Program supervision of staff and programs assigned to that unit. Work is performed under the general supervision of the Special Programs Director in accordance with Federal, State and local program regulations and involves direct contact with the elderly, their caregivers and the general public. Supervision may be exercised over program volunteers. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

- 1 Provides assistance, information and referral and dispute resolution to clients;
2. Provides individual counseling to clients and conducts presentations on health insurance issues;
3. Supervises and trains volunteers in all aspects of health insurance to insure volunteers possess sufficient knowledge to assist clients;
4. Plans and coordinates training sessions, arranging location times, guest speakers and other related details;
5. Provides training and technical assistance to staff of community-based organizations and serves as a resource to same;
6. Publicizes and markets program under the direction of the Special Programs Director;
7. Develops and maintains liaisons with various public and private community-based organizations to link clients to existing services and to develop new services as needed;
8. Maintains program statistics and prepares reports as required by Federal, State and local directives;

9. May assist in developing applications for funding;
10. May supervise the day-to-day function of the Office for the Aging's central intake unit.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of programs and services for the elderly, their caretakers and the general public including long-term care, insurance coverage and caregiver services; good knowledge of federal, state and local laws pertaining to long-term care, insurance coverage and services; good knowledge of programs and services available through Office for the Aging and other service providers; ability to identify gaps in the service system; ability to coordinate people of various backgrounds into a cohesive group; ability to communicate effectively both verbally and in writing; public speaking skills; dispute resolution skills; good judgement; initiative; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Bachelor's Degree or higher and either one (1) year of direct customer service or one (1) year of work experience involving face to face client contact in a human service agency or program; OR
- (B) Completion of sixty (60) college credits and three (3) years of work experience involving face to face client contact in a human service agency or program.

NOTE: Must possess and maintain a valid driver's license.

**NOTE:** 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.