

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 caregiving services, 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, implement and facilitate support groups and coordinate training related to assigned programs. 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. Conducts face to face comprehensive needs assessments to identify specific needs within program areas, prepares written goal plan based on needs assessment and recommends and arranges for services for eligible program participants;
2. Provides case assistance, information and referral and dispute resolution to clients;
3. Provides individual counseling to clients and conducts presentations on health insurance issues;
4. Supervises and trains volunteers in all aspects of health insurance to insure volunteers possess sufficient knowledge to assist clients;
5. Participates, with the Special Program Director, in developing, implementing and conducting training programs and support groups;
6. Plans and coordinates training sessions, arranging location times, guest speakers and other related details;
7. Provides training and technical assistance to staff of community-based organizations and serves as a resource to same;

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8. Publicizes and markets program under the direction of the Special Programs Director;
9. 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;
10. Maintains program statistics and prepares reports as required by Federal, State and local directives;
11. May assist in identifying potential vendors to provide contractual services needed for programs;
12. May assist in developing applications for funding.

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 caregiving 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) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and one (1) year of work experience involving face to face client contact in a human service agency or program; OR
- (B) Two (2) years of experience as a Registered Professional Nurse; OR
- (C) Completion of sixty (60) credits from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees 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: To qualify under (B) must possess a current NYS license and current registration as a Registered Professional Nurse at time of application.

REVISED: 1/25/16 AT