

# NY Connects Coordinator - Promotional Tompkins County

**Department:** Office for the Aging

**Classification:** Competitive

**Labor Grade:** 15

**Approved:** 12/03/2015 Year-end resolution.

**Revised:** 12/15

**By:** AG, Commissioner of Personnel

## **PROMOTIONAL QUALIFICATIONS:**

This departmental promotion examination is limited to current employees of the Tompkins County Office for the Aging. No later than the final filing date announced, the applicant must currently hold, and have continuously held, at least two years competitive class status in the title of Aging Services Planner or Aging Services Specialist.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

## **SPECIAL REQUIREMENT:**

The applicant must possess a valid New York State driver's license at time of application and maintain such license for the duration of employment.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves the responsibility for the formulation of policies and ongoing management of the County's NY Connects Program, as well as long range planning and program administration for the Office for the Aging. The incumbent will oversee the NY Connects Program, including the development of policies and procedures in accordance with NY Connects State Program Standards. The incumbent will develop and monitor agreements, contracts and MOUs with other organizations as required and appropriate. The incumbent will lead a local No Wrong Door Implementation Team, involving representatives of other community agencies as required, to establish linkages and promote inter-agency communication. The incumbent will supervise a single work group of related services staff, and insure that staff receives ongoing training to meet minimum competencies for the NY Connects program. The incumbent will coordinate and implement an ongoing public education and awareness campaign about long term care services and supports. The work is performed under the general direction of the Director of the Office for the Aging with an allowance for a high level of autonomy and independent judgment when carrying out the responsibilities of the position. The incumbent will perform related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Coordinates County's NY Connects Program to insure the provision of accurate, objective and unbiased information and assistance to individuals with long term care needs;
- Oversees office in absence of Director;
- Formulates and implements local policies and procedures in accordance with NY Connects State Program Standards;
- Prepares data needed for planning and presentation of an Annual Plan;
- Develops agreements, contracts and MOUs with other organizations as required and appropriate to further the goals of NY Connects;
- Works with contract agencies on development of new or expanded services,
- setting up guidelines for services paid for by COFA and linkages with other services for the aging;
- Monitors the contract agencies in regard to services provided under the contracts;
- Designs and supervises need assessment studies, such as training, demographic surveys and other special studies;
- Leads a local No Wrong Door Implementation Team involving representatives of other community agencies in monthly meetings to establish linkages and promote inter-agency communication;
- Supervises related services staff, insuring that staff receives ongoing training to meet minimum competencies for the NY Connects program;
- Coordinates and implements an ongoing public education and awareness campaign about long term care services and supports;
- Maintains departmental website;
- Coordinates use of shared client database between COFA and contractors.

- Provides representation for the NY Connects Program within committees and at public meetings as necessary;
- Leads presentations on NY Connects to community groups;
- Leads and actively participates in local Long Term Care Council activities;
- Ensures a process of performance evaluation, quality assurance and continuous improvement of the NY Connects Program;
- Oversee all quantitative and qualitative reports as required;
- Establishes protocols and maintains confidentiality and HIPAA compliance as required;
- Directly provides information, assistance and options counseling to consumers as necessary.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the needs and interests of older adults and persons with disabilities;
- Thorough knowledge of local long term care services, community agencies and facilities;
- Thorough knowledge of appropriate Local, State and Federal grants available;
- Good knowledge of the principles and techniques of office management relating to the directing of work and the development and implementation of office policies, procedures and work methods;
- Ability to develop and implement clear and effective procedures and policies consistent with existing laws, regulations and guidelines;
- Ability to supervise the work of others;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to conduct program evaluations;
- Good interpersonal and interviewing skills;
- Ability to communicate clearly and effectively verbally and in writing;
- Good knowledge of public relations and outreach techniques;
- Ability to establish and maintain high standards of accuracy and produce products with high professional standards;
- Ability to handle multiple tasks simultaneously, and meet projected time constraints;
- Ability to utilize a personal computer, and related software, with considerable precision, manual dexterity, knowledge and skill to prepare well-constructed oral and written communications, reports and contracts;
- Ability to work effectively with staff, community partners, and the general public;
- Due to the level of writing and keyboard usage, this position will involve considerable visual effort.
- Resourcefulness, tact, courtesy, and integrity;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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