

Long Term Care Specialist Tompkins County

Department: Office for the Aging

Classification: Competitive

Labor Grade: 9

Approved: 01/03/2008

Revised: 03/08; 12/15; 4/24

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or NYS registered two-year college with an Associates Degree **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience working with at risk or vulnerable populations; **OR**

b) Graduation from high school or possession of a high school equivalency diploma **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience working with at risk or vulnerable populations; **OR**

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

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

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for providing assistance to individuals in the community to access information and services through NY Connects. NY Connects provides objective and unbiased information about Long Term Care services in the community to individuals of all ages, income and payor sources. An incumbent performs office and clerical tasks related to providing information regarding Long Term Care Services. The work is performed under direct supervision of the NY Connects Coordinator, however the incumbent will also report to the Director of the COFA. Supervision over the work of others is not a function of employees in this class. The incumbent will perform all related duties as required

TYPICAL WORK ACTIVITIES:

- Receives calls from the general public and ascertains their need for services;
- Provides information and assistance about Long Term Care Services to the general public;
- Screens and directs calls to the appropriate program staff at COFA or in the community;
- Collects monthly LTC information and referral data, and submits reports;
- Coordinates and updates NY Connects marketing materials;
- Does occasional clerical work such as filing, assembling material or compiling data;
- Reviews cases with COFA staff and/or Long Term Care to ensure that clients are receiving appropriate information regarding available services;
- Performs other activities related to supporting NY Connects;
- Adds and edits client demographic and service data in client data base;
- Adds, updates and maintains local data in the statewide NY Connects directory;
- Completes intake paperwork for PERS, HEAP, and the Farmer's Market Coupon Program;
- Performs NY Connects No Wrong Door Screen with clients as needed/appropriate;
- Provides Options Counseling with clients as needed/appropriate.
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KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of local Long Term Care services, community resources and organizations;
- Ability to interpret department programs and eligibility requirements to others;
- Good knowledge of office procedures and equipment;
- Ability to follow oral and written directions;
- Ability to prepare narrative or tabular material on a program or segment of a program;
- Ability to work with complex computer programs and systems including Peer Place, Excel and other NYS systems as needed;

- Ability to deal effectively with people;
- Ability to gather information and prepare reports;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment;
- 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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