

## **Aging Services Specialist (Promotional) Tompkins County**

**Department:** Office for the Aging  
**Classification:** Competitive  
**Labor Grade:** N (14)  
**Approved:** 0  
**Revised:** 12/81; 5/91; 7/98; 4/13  
**By:** HH, Commissioner of Personnel

### **QUALIFYING EXPERIENCE FOR TAKING THE PROMOTION EXAMINATION:**

Admission to this examination will be limited to current employees of the Tompkins County Office for the Aging who currently hold and/or have held for at least six months, permanent competitive class status in the title of Outreach Worker.

### **SPECIAL REQUIREMENT:**

Eligibility for the appropriate class New York State license for operating a passenger vehicle. Possession of license at time of appointment.

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

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

This work involves the planning, coordination and implementation of community services to the elderly in the county. An employee in this class is responsible for the general operation of assigned programs, including public relations and information, and in-service training of the staff. Work is performed under the general supervision of the Director, Office of the Aging with wide latitude in planning and scheduling activities. Supervision is exercised over Outreach Workers, paraprofessional staff, clerical staff, and volunteers. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

Organizes, coordinates, and supervises programs to meet various needs of senior citizens and their families;  
Provides information and/or referral in relation to services and benefits to meet the needs of senior citizens and Their families;  
Compiles information in regard to the characteristics and needs of older persons;  
Identifies, evaluates, and makes recommendations on existing and potential services to the aging;  
Provides technical assistance concerning programs for the aging to community organizations and other municipal governments;  
Stimulates community awareness and comprehension of the problems of older persons through reports, news releases, talks to community groups, and public information materials;  
Organizes, coordinates, supervises, and provides in-house services, outreach activities, short-term casework, and other direct services of an informational, educational, and supportive nature to senior citizens and their families;  
Organizes and maintains detailed records in regard to the operations including contacts, outcomes, and follow-up activities;  
Acts as liaison with a broad range of community groups;  
Maintains a specialized information and referral reference file pertinent to services and resources for the elderly;

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

Thorough knowledge of the characteristics, needs, and interests of the aging;  
Good knowledge of community agencies, facilities, and services;  
Good knowledge of interviewing techniques and methods;  
Working knowledge of public relations techniques;  
Ability to organize and initiate activities;  
Ability to communicate clearly and effectively verbally and in writing;  
Ability to establish rapport with elderly clients and their families, community groups, and civic organizations;  
Resourcefulness, tact, courtesy, and integrity;

Physical condition commensurate with the demands of the position.

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