



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: Aging Services Assistant
Jurisdictional Class: Competitive
Civil Division: Office for the Aging
Adoption: CSM 9/17/19
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This position involves working with programs and services in the Cayuga County office for the Aging. The incumbent will carry out specific detailed tasks that support the planning, promotion, coordination, implementation and evaluation activities of the department, including direct contact with older members of the public. The work is performed under the direct supervision of the Director of the Office for the Aging; certain assigned tasks may be supervised by the Aging Services Coordinator. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides oversight for the NYS Office for the Aging database (Peerplace), functioning as a Peerplace Champion by completing initial, monthly, as-needed, and required trainings to coordinate all data entry, to insure complete and accurate data, and to facilitate accurate implementation of updates/changes. Responsible for enrolling new staff and providing staff orientation and support for the system.

Generates monthly, quarterly, and annual reports of services; imports or enters data into a spreadsheet and provides a report summary using Excel charts, PowerPoint presentations, and appropriate written materials to be utilized by the Advisory Council, by the Council of Senior Citizens, at the Annual Public Hearing, for grant applications, and to meet various funding requirements.

Carries out assigned subcontractor services monitoring, satisfaction surveys, needs assessments and other NYSOFA required quality assurance activities. Compiles and helps produce related reports.

Accepts registrations, reservations, and applications; maintains directories, registries, mailing lists, rosters and other lists vital to the services provided by the CCOFA according to program policies and procedures. Makes arrangements to use community spaces for events and programs.

With the Director and Aging Services Coordinator, helps to develop a coordinated, professional process to promote the OFA services, programs and events through written, graphs, and audio/visual means. Ensures staff have adequate publicity displays, materials, and supplies to complete community presentations and outreach work.

Follows official announcements regarding current issues, concerns, and important media alerts related to senior issues and ensures that those are shared within our community, through such means as social media, newsletter articles, and committee documents, with particular emphasis on reaching underserved populations.

Carries out assigned tasks for the nutrition program at the main office or at the nutrition sites, such as recording, monitoring, registering, preparing supplies, updating data records, and other tasks as directed. Assists with surveys, educational programs, and other activities as requested by the nutrition coordinator.

TYPICAL WORK ACTIVITIES: (continued)

Provides general office services such as phone coverage, copying, printing, and data entry, as well as client service activities such as greeting, screening, and providing basic knowledge for those seeking information and services.

Performs other duties as assigned by the Director of Office for the Aging.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Knowledge of human aging characteristics and issues; particularly the need of underserved populations; basic familiarity with community resources and services;

Understanding of needs of populations with special needs such as mental health, substance abuse, developmental disabilities and similar disorders;

Good knowledge of principles and practices of office management and professional communication;

Thorough knowledge of office terminology, procedures and equipment;

Proficiency in Microsoft Office Word, Excel, and Powerpoint, or comparable software;

Ability to take direction, work independently within prescribed parameters and meet strict deadlines;

Ability to get along with others and collaborate for optimal client service and program outcomes.

MINIMUM QUALIFICATIONS: Either

- A. Graduation from a regionally accredited or NYS Registered four year college or university with a Bachelor's Degree in business, public, or health care administration, human services, sociology, psychology, or related field and one year of experience with a human services agency; OR
- B. Graduation from a regionally accredited or NYS Registered two year college or university with an Associate's Degree in business, public, or health care administration, human services, sociology, psychology, or related field plus two year of work history that demonstrates increasing responsible duties that directly support program administration;
- C. An equivalent combination of training and experience.

SPECIAL REQUIREMENT(S):

Must have a valid driver's license and access to personal transportation for work related tasks.