

**AGING SERVICES ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility, with direction from the professional staff, for implementing Office for the Aging programs such as the Home Energy Assistance Program (HEAP), Weatherization Referral Program, NY Connects Program, and similar aging programs. The work is performed under the general supervision of the Director. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative only)**

- Screens elderly clients for those in need of and eligible for various agency programs;
- Determines applicants' eligibility for programs such as Home Energy Assistance and Weatherization;
- Interviews elderly to explain aging programs, assess level of need for service and makes referrals to other resources as appropriate;
- Distributes and relates information about resources, programs and services in the community available to the elderly;
- Assists in the preparation of a variety of public relations and informational materials aimed at the elderly;
- Maintains records and basic statistics on components of programs;
- Conducts follow-up with clients and other service providers to ensure provision of services;
- Attends staff meetings, conferences, meeting, and trainings as required;
- Identifies community resources to meet the needs of the elderly;
- Speaks in public and contacts businesses to raise funds and solicit donations of services or materials.

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

Working knowledge of programs and services available through the Office for the Aging; working knowledge of the characteristics, needs and interests of the elderly; working knowledge of services and resources in the community; ability to analyze facts and make determinations on program eligibility; ability to communicate effectively, both orally and in writing; ability to work well with the elderly; ability to maintain records; tact; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

**Either -**

- (A)** Graduation from a regionally accredited or New York State registered college or university with an associate's degree in social services, human services or related field;
- Or (B)** Graduation from high school or possession of a high school equivalency diploma and two years of experience in a human services agency involving the delivery of services;
- Or (C)** An equivalent combination of training and experience as defined by the limits of **(A)** and **(B)** above.