

## AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing outreach, information and assistance to clients seeking long term care assistance. An incumbent performs a wide variety of tasks including referral duties. The work is performed under direct supervision. An Aging Services Aide does related work as required.

### TYPICAL WORK ACTIVITIES:

- Conducts interviews, intakes and screenings of clients to discern needs and consumer choice and makes referrals to appropriate agencies or contact persons;
- Disseminates unbiased information to consumers on available programs and services;
- Assists in locating necessary help from community and follows up to make sure service is provided;
- Keeps and maintains files and records both written and electronic;
- Maintains a variety of records, reports and statistics on program components for state reporting requirements;
- May prepare periodic and special reports on program activities;
- Participates in quality monitoring and makes recommendations or suggestions for improving services or modifying operations;
- Makes off-site visits as necessary to assess consumer needs and identify problems;
- Distributes related information about resources and services available in the community;
- Assists in obtaining services for individual older persons and facilitates appropriate consumer linkages.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of geographic area served by Cattaraugus County and its social conditions; working knowledge of programs and services available through various private and public service providers; working knowledge of the characteristics, needs and interests of older persons; knowledge of the capabilities and limitations of electronic data processing equipment; ability to relate to and motivate older people; ability to prepare reports; ability to carry out written and oral instructions; clerical aptitude; empathy in handling sensitive human problems; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two years of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.).  
AND EITHER:

- A) Successful completion of a course involving the use of personal computers;

OR

B) Three (3) months experience in a clerical position which regularly required a candidate to utilize word processing or personal computer equipment to produce printed copy;

OR

C) Knowledge of personal computer equipment, operations and functions.

CATTARAUGUS COUNTY CIVIL SERVICE

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