

## PROGRAM SPECIALIST (AGING SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for assisting in program development and monitoring of services such as training and education to community stakeholders, contracting agencies and caregivers; subcontractor access/support services to the elderly, and grant research and resource development. Duties involve preparing reports and compiling statistical data thereon; designing surveys to elicit information from targeted groups, and participating in developing program modifications as needed. Supervision may be exercised over a small support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Participates in designing and implementing programs, services and activities for the elderly by assisting in developing programs and services to ensure the needs of seniors are being met;

Assists in monitoring subcontracted programs by reviewing vendor documentation and other terms of contracts to ensure compliance; maintains liaison with vendors and service for training purposes and to provide technical assistance;

Participates in establishing and enhancing performance measures for contracted programs to ensure seniors are benefitting from programs and services, and to ensure vendor compliance with terms of contracts;

Conducts surveys and evaluates programs and activities in terms of senior needs and consults with higher level program administrators to improve effectiveness;

Participates in the preparation of program evaluation reports and analysis by monitoring the delivery of these services and formulating and recommending appropriate modifications as required;

Performs demographic and statistical research and analyses to identify trends; keeps abreast of developments in the field of senior programs;

Maintains records relating to programs and activities for the purpose of conforming to reporting mandates;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the goals, objectives, policies and procedures of applicable federal and state agencies as they relate to services to the elderly; good knowledge of planning, research and evaluation methods; ability to identify potential program problem areas and to formulate and recommend workable solutions; ability to prepare detailed and coherent written reports and procedures; ability to work well with people; ability to communicate effectively both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position sound judgment; resourcefulness; tact; courtesy; discretion; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either (a) a Bachelor's Degree\* and two years experience in an administrative or staff position in an agency and/or program which provided services for the aging; or (b) a Bachelor's Degree\* and three years experience in the field of Human Services, one year of which must have been in an agency and/or program which provided services for the aging.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Master's Degree\* may be substituted for one year of the above stated experience.

\*SPECIAL NOTE: Education beyond the secondary must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.