

PROGRAM SPECIALIST (COMMUNITY RELATIONS - RTI)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the administration, supervision and coordination of a program designed to establish outreach and liaison with the community for the benefit of the geriatric patients and residents at the Ruth Taylor Institute. Responsibility involves establishing working relationships with community groups and voluntary organizations; providing public information regarding Ruth Taylor Institute and its services; developing and recruiting voluntary services and support; and coordinating seniors' programs. Supervision is exercised over a large number of support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Establishes relationships with community groups and voluntary agencies to develop support services for the patients and residents of the Ruth Taylor Institute;

Develops promotional literature and campaigns for public awareness and to elicit support of RTI's programs and services;

Develops and coordinates voluntary activities for the benefit of the RTI patients and residents;

Maintains a detailed, current resource file of community resources, support groups, volunteers and voluntary activities;

Meets regularly with administrative and supervisory staff to determine patient needs and to coordinate activities;

Develops training programs for volunteers and makes assignments;

Attends community meetings and makes presentations, as required;

Performs related administrative and clinical tasks to insure efficient services.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices and techniques of community relations as they relate to geriatric and health care services; knowledge of the operational organization of a large geriatric facility; familiarity with community groups, organizations, and programs servicing seniors and geriatrics; ability to establish effective working relationships with others; ability to identify needs in a geriatric facility and implement a course of action using available resources to meet those needs; ability to communicate effectively, both orally and in writing; ability to recruit, train and assign voluntary workers; initiative; resourcefulness; sound professional judgement; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Bachelor's Degree* and two years of experience in a hospital or geriatric facility which involved liaison and outreach with community organizations and voluntary agencies in developing and maintaining support services for patients and residents, or (b) a Master's Degree* and one year of experience as indicated above.

*SPECIAL NOTE: Education beyond the secondary level 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 institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.