

PROGRAM SPECIALIST (SUPPORTIVE SERVICES FOR THE ELDERLY)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this position acts as a support specialist by being responsible for developing and coordinating supportive services programs for the elderly in accordance with the goals, objectives, and procedures of the Westchester County Office for the Aging, and integrating these with other existing programs provided by other agencies within the area served. These services include, but are not limited to case management, outreach, transportation, information and referral services, health and welfare counseling services, nutrition education, shopping assistance and recreation activities. An incumbent in this class monitors and evaluates agency activities within this area of operation recommending and implementing changes to improve services provided and actively participates in staff development to enhance program effectiveness. Responsibility also includes evaluation of client needs for services and arranging for same. Supervision is exercised over lower level support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises support staff in conducting the initial evaluation of clients need for services and the preparation of case management plan;

Reviews cases to insure conformance with service plan and program objectives;

Responds to inquiries regarding available services and prepares reports as needed;

Evaluates the delivery of support services programs and activities targeted at meeting seniors' needs and makes recommendations to improve their effectiveness;

Prepares guidelines for implementing departmental and mandated policies and programs as they relate to Support Services for the Elderly;

Supervises the training and development of staff and support services workers funded by Westchester County Office for the Aging;

Analyzes program effectiveness and prepares evaluation reports by monitoring the delivery of services, and recommends appropriate modifications as required;

Establishes standards for the preparation and maintenance of records and files to meet the requirements of established internal reporting systems;

Represents the Office for the Aging with community groups and other agencies to explain services and achieve closer coordination;

Attends staff meetings and meetings with various professional groups.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of local social service agencies providing services for the elderly; good knowledge of the health and social problems of the elderly and the community's response to these matters; good knowledge of the public policies and agencies at the federal and state level related to support services for the elderly; 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 gather and organize pertinent data and to draw appropriate conclusions; ability to establish and maintain effective relationships with staff, the community, professionals and program officials; ability to train employees in the area of expertise; good judgment; tact; integrity; creativeness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of professional social services experience one year of which must have involved working with the elderly.

SUBSTITUTION: Graduate school credits toward a Master's Degree* may be substituted at the rate of thirty credits per year of experience.

*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.