STAFF ASSISTANT (SUPPORTIVE SERVICES FOR THE ELDERLY)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs various administrative support tasks to multiple programs which deliver supportive services for the elderly. Incumbents exercise independent judgment in monitoring the effectiveness of program delivery within established policies and procedures. Incumbents also produce statistical reports on a frequent basis for higher level administrators. Supervision is not a regular responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors the delivery of multiple home based services for the elderly to ensure the service delivery plans for individual customers are effective in accomplishing established goals and objectives;

Ensures the continuation of services delivered to customers, without interruption, when service change is required and alert the professional staff prior to the expiration of a service;

Reports discrepancies in program services in meeting targeted objectives and makes recommendations for improvement;

Prepares information and materials regarding services and programs and assists in outreach and training activities;

Assists in the compilation of service statistics and reports as required;

Prepares statistical reports for inclusion in requests for information (RFI), requests for proposals (RFP) and contracts with providers of home-based services;

Represents supervisor at meetings as assigned;

Responds to requests for information regarding program and services, both directly, by telephone, and with written material;

Uses several New York State databases to access customer medical histories and current case statuses;

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

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles and practices in the delivery of social services to the elderly; knowledge with public and private agencies providing support services to the elderly; knowledge with the health and social problems of the elderly and available community resources to address them; ability to communicate effectively both orally and in writing; ability to prepare statistical data; ability to establish effective relationships with senior citizens, their families, organizations and agencies providing services to seniors; ability to follow complex oral and written instructions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; dependability; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of an equivalency diploma and four years of experience where the primary function of the position was working with the elderly in either service delivery, program monitoring, interviewing or community work.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year-for-year basis for each year of the above stated 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.

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

West. Co.   Job Class Code: C1709
J.C.: Competitive   Job Group: VIII
SAS51