

AGING SPECIALIST III

NATURE OF WORK

This is advanced social service work providing program services to a primarily geriatric clientele.

Work involves responsibility for client case management including assessment, planning, brokering, advocacy and follow-up; coordinating, managing and evaluating assigned program services; networking with community agencies and developing outreach contacts on behalf of volunteer recruitment efforts and in support of clients and family members. Work also involves participating in agency task forces, staff meetings, community groups and/or advisory councils; accepting public speaking requests and developing/updating written materials and news articles regarding assigned program services and/or available community services. Employees in this class may supervise entry or intermediate-level social service staff, clerical support staff and/or volunteers/interns. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

EXAMPLES OF WORK PERFORMED

Provides information and referral, counseling, short-term case work and case management services; case management responsibilities may include client assessment, planning, brokering, advocacy and follow-up; arranges client-confirmed services and collects/deposits required fees; participates directly in program activities/services, as needed; monitors and documents client needs, progress and success; identifies and maintains contact with community service providers to inform/assist clients and family members of relative benefits, programs and services; arranges for supportive services, e.g. transportation, day care, to enable clients to access primary services.

Coordinates, manages and evaluates assigned program service or area of service; plans and provides staff/volunteer training; monitors funding source and completes work plans and/or budgetary reports, as required; participates in developing and revising program policies and procedures, marketing plans and long term planning strategies.

Develops and implements training for on-going staff development and special initiatives; develops and implements training and life-long learning for older adults; develops and coordinates organizational and team building meetings; prepares reports and documentation of all training activities.

Plans and delivers presentations concerning aging issues, program or program area services to community service providers, aging agencies, councils and clientele groups; leads support group meetings; writes articles for newsletters, local newspapers and marketing materials related to client and caregiver concerns.

Recruits, trains, supervises and evaluates the work of entry or intermediate-level social service staff, clerical support staff and/or volunteers/interns; assigns staff workloads.

Compiles statistics and maintains records on client program participation; maintains confidential client records and case files.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions, programs and services provided by various community agencies

as they pertain to elderly and disabled populations, needs and issues.

Knowledge of personal computer systems.

Some knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to elderly and disabled individuals.

Some knowledge of sociological, behavioral, and cultural factors influencing the behavior and attitudes of older adults.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to assess, discuss and document client physical and mental abilities, financial, social and environmental needs, and jointly formulate effective action plans.

Ability to plan, organize, supervise, and evaluate the work of subordinate staff, volunteers, and interns.

Ability to develop, implement and present training programs.

Ability to establish and maintain effective working relationships with coworkers, clients and families in adverse circumstances, community agencies and service providers and the general public.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidential client records.

MINIMUM QUALIFICATIONS

Associate's degree or equivalent with major coursework in social work, gerontology, psychology, human services, or related field plus two years of experience in providing program services or case management to a geriatric or disabled population including six months of supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.