

**DEPARTMENT:** ALL APPLICABLE  
**CLASSIFICATION:** NON-COMPETITIVE  
**APPROVED:** MARCH 1, 2010

### AGING SERVICES AIDE

**DISTINGUISHING FEATURES OF THE CLASS:** Performs a wide variety of tasks in the Niagara County Office for the Aging or a municipal department. Incumbents are responsible for performing outreach activities and information and referral services. This position involves sub-professional work in support of Office for the Aging or municipal activities which could include the following programs: Expanded In-Home Services for the Elderly (EISEP); Home Delivered Meals; Information and Assistance; and Weatherization Referral and Packaging (WRAP). The work is performed under direct supervision. Does related work as required.

#### **TYPICAL WORK ACTIVITIES:**

1. Engages in activities in support of Office for the Aging or municipal programs;
2. Works directly with older persons or their delegates to help meet needs;
3. Makes home visits in response to requests of individual older persons and reports needs to professional staff;
4. Distributes and relates information about resources and services available in the community;
5. Assists in obtaining services for individual older persons;
6. Maintains client information in a computerized database system.

#### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the geographic area served by the Office for the Aging and its social conditions; working knowledge of programs and services available through the Office for the Aging and other services provided; working knowledge of the characteristics, needs and interests of older persons; ability to communicate both orally and in writing with agencies, organizations and older persons who may or may not have physical or language difficulties; ability to operate a personal computer and utilize common office software programs at an acceptable rate of speed and accuracy; ability to relate to and motivate older people; empathy in handling sensitive human problems; tact and courtesy; sound judgment; integrity; physical condition commensurate with the requirements of the position.

#### **MINIMUM QUALIFICATIONS:**

1. Graduation from high school or possession of an equivalency diploma and two (2) years of full-time paid post-high school work experience; or
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a Human Services field\*.

\*Note: Acceptable human services degrees include majors in human services, social work, education, psychology, gerontology, occupational therapy, physical therapy, vocational and/or psychological counseling.

#### **SPECIAL REQUIREMENT:**

Possession of a valid New York State Motor Vehicle License at time of appointment and throughout continued employment.