

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: SEPTEMBER 29, 2025

SENIOR AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for providing support to technical and professional staff in carrying out a variety of activities in Office for the Aging programs. Supportive services include outreach, counseling, advocacy, service coordination, and nutrition services. Duties are performed under the general supervision of the Director, Deputy Director, or Nutrition Services Coordinator. General direction is exercised over subordinate staff; however, this is not a supervisory position. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interviews older persons and their representatives via telephone and in person to assess their service requirements and needs (in-person interviews may be conducted in the home, office, hospitals, and/or nursing homes);
2. Provides accurate, up-to-date information and referral services related to available programs;
3. Leads, oversees, and provides training to Aging Services Aides who work directly with older adults or their delegates in carrying out details or components of service programs and coordination with service providers for the home bound older adults;
4. Makes home visits to older adults, as required, to assist with obtaining required information for available program participation;
5. Assists the Deputy Director or Nutrition Services Coordinator with reporting responsibilities for the assigned program;
6. Provides technical assistance to municipal and community agencies and individuals potentially useful to older adults;
7. Works directly with older adults or their delegates to identify agencies and individuals potentially useful to older adults;
8. Makes recommendations to the Director regarding programs and services for older adults based on feedback from clients;
9. May attend meetings and speak to groups concerning issues facing older adults and the role of the Office for the Aging;
10. Maintains client information in a computerized database system in accordance with state reporting requirements;
11. Assists clients in filling out forms and obtaining eligibility information for various programs including assisting with determining eligibility for services/entitlements outside of program/agency scope;
12. Participates in state mandated training when necessary.

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; good knowledge of interviewing techniques and methods; working knowledge of programs and services available through the Office for the Aging and other community based organizations and 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 prepare and maintain client records and reports; ability to maintain successful relationships with people; ability to relate to and motivate older adults; empathy in handling sensitive human problems; tact and courtesy; sound judgment; integrity; tolerance; patience; physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Two (2) years of full-time non-competitive status as an Aging Services Aide in the Niagara County Office for the Aging immediately preceding the date of examination.

OPEN COMPETITIVE QUALIFICATIONS:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree; **OR**
2. Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree in Human Services or related field; **OR**
3. Graduation from high school or possession of an equivalency diploma **and** four (4) years of full-time paid experience in human services or in the provision of services in a community organization.

SPECIAL REQUIREMENT:

Possession of a valid NYS Driver's license at time of appointment and throughout continued employment and access to a motor vehicle.

NOTE:

Human Services experience is that which is involved in the direct delivery of social, economic or emotional support services to people who are having difficulty coping with the pressures and strains of modern life. The experience requires judgment on the part of the individual in dealing with or responding to the client. Teaching experience will be accepted as qualifying experience.

Community Organization is social work practice which involves a change agent (the community organizer) and a social system (a community). The community organizer actively facilitates the identification of needs, the establishment of priorities, the location of the appropriate resources, and the taking of action by the community with respect to the particular constellation of needs, resources, and priorities.