

DEPARTMENT: OFFICE FOR THE AGING
CLASSIFICATION: COMPETITIVE
APPROVED: AUGUST 4, 2025

AGING SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for assisting in the operation of assigned Office for the Aging (OFA) programs. The primary focus of the job is on coordinating and implementing unbiased insurance counseling for older adults in accordance with available government and private programs. This includes but is not limited to Medicare, Medicaid, long-term care insurance, low-income subsidy, along with private and employer provided health insurance and retirement plans. The incumbent may assist with other OFA activities such as community outreach and New York Connects. General direction is received from the Director and/or Deputy Director with wide leeway allowed for the exercise of independent judgment in carrying out the details of the work in accordance with laws, rules, regulations, and procedures. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Provides insurance counseling services to consumers in accordance with state and federal statutes and regulations, as related to but not limited to, Medicare/Medicaid; Medicare Improvements for Patients and Providers Act (MIPPA); screening for the Medicare Savings Program and Low Income Subsidy as well as EPIC; long term care insurance; private and employee provided health insurance; and retirement plans;
2. Assists with the implementation of a specific service component and performs a variety of tasks in support of programs and services for older adults;
3. Assists the Director and Deputy Director with implementation and delivery of NY Connects and related program services;
4. Provides technical assistance to municipal and community agencies concerned with programs and services for the aging;
5. Works directly with older adults and their representatives in person to identify agencies and individuals potentially useful to them;
6. Attends meetings and speaks to groups concerning problems of older adults and the role of OFA;
7. Contact insurance companies and providers on the client's behalf to resolve billing disputes and claim issues along with the appeals process if necessary;
8. Makes home visits as necessary as it relates to health care counseling;
9. Maintains records, compiles data, prepares reports, and utilizes computerized electronic records;
10. Maintains appropriate up-to-date resource materials both in electronic and hard copy format relating to the Health Insurance Information and Assistance Program (HIICAP);
11. Speaks to community groups, members of the medical community and various organizations to educate them on HIICAP related topics;
12. Plans and teaches Medicare 101 classes throughout the year including the annual Medicare Open Enrollment period;
13. Collaborates with vendors on advertising media including but not limited to billboards, benches, radio/TV.
14. Serves on related committees and participates in their efforts related to older adults and programming.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the local resources, characteristics, needs, challenges, and interests of older adults; good knowledge of insurance programs, laws, and regulations affecting older adults; working knowledge of public information and relations techniques; excellent organizational skills; skill in the use of modern software applications such as word processing, spreadsheets, and databases at an acceptable rate of speed and accuracy; excellent verbal and written communication skills; ability to direct and/or assist consumers to appropriate resources; ability to lead groups and develop and maintain working relationships with a variety of community organizations; ability to use a personal computer and modern office software to enter and compile data and produce reports; ability to communicate clearly and effectively verbally and in writing; tact; courtesy; integrity; sound professional judgement; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Candidates must meet one of the following:

1. Graduation with an Associate's Degree or higher AND one (1) year of paid experience in a human services position or in a position that involved explaining health insurance programs; **OR**
2. Graduation from high school or possession of an equivalency diploma **AND** three (3) years of paid experience in a human services position or in a position that involved explaining health insurance programs.

NOTE:

1. Verifiable part-time experience will be pro-rated.
2. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENTS:

1. Possession of a valid NYS Drivers License at the time of appointment and for the duration of employment;
2. Must become a certified HIICAP Counselor within six (6) months of appointment and maintain certification for the duration of employment.