

SENIOR RESOURCES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: A Senior Resources Specialist performs a variety of professional tasks associated with services or programs available to Town senior clients. Work is performed under the general supervision of the Senior Resources Director. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Provides information and referral assistance to walk in clients or phone inquiries;
Maintains and updates information and referral sources, forms, and related matters;
Participates in tax assistance, legal assistance, and benefit assistance programs;
Participates in the preparation, design, and distribution of newsletters, fliers and press releases;
Organizes special events and participates in any additional distribution of information as it relates to the special event;
Provides assistance to clients as directed by the Senior Resources Case Workers;
Conducts "walk in" client interviews for information and referral assistance;
Reviews client records for possible program or service eligibility;
Maintains client data base;
Conducts follow up contacts with clients regarding information of programs or services;
Participates as a team member to assure delivery of department services and office operations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of characteristics, needs and interests of the aging; good knowledge of community agencies, their facilities and services which may be of assistance to the elderly; good knowledge of public relation techniques; ability to communicate clearly and effectively, verbally and in writing; good knowledge of English grammar; ability to establish rapport with older people; ability to organize; Good knowledge of computer based PC programs used for tracking of information; perceptiveness; initiative; integrity, tact, courtesy.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with an associate's degree in the human services, social services, or closely related field, involving studies in the fields of aging and/or human development, as well as (2) two years of full time professional experience in the field of casework engaged in the delivery of human services programs.

Amended 7/27/12
Amended 1/9/19
Town of Colonie
Personnel Officer