

SENIOR RESOURCES CASE WORKER

DISTINGUISHING FEATURES OF THE CLASS: A Senior Resources Case Worker provides supportive assistance and/or information to senior citizens and/or their families. Incumbents may also administer specific department programs providing services to senior citizens. Work is performed under the general administration of the Senior Resources Director. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with clients and conducts interviews to determine eligibility for programs or services;
 Works with older people and their families and provides support and assistance;
 Develops, maintains and provides clerical supervision of information and referral files, brochures and outreach materials;
 Assists the Director in planning and implementing community programs such as Equinox, HEAP, informational programs, and other activities;
 Provide health insurance and entitlement counseling;
 Maintains a SHIP certification necessary under the HICAP grant to provide direction and advice regarding Medicare options;
 Visits clients at home to conduct assessment of potential services needed, and develop appropriate service plan;
 Attends meetings of organizations or groups involved in programs and services to the aging population;
 Assists the Director in identifying and researching trends in aging and assists in the planning of future aging services;
 Maintains client records as required on the Town data base (Peer Place database);
 Participates as a team member in providing programs or services to seniors and/or their families, including satellite services and community outreach;
 Assists in the planning and implementation of department events including but not limited to health fairs, benefit assistance days, outreach and seasonal programs.

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 establish and maintain positive relations with community organizations; ability to communicate clearly and effectively, verbally and in writing; good knowledge of English grammar; ability to use a computer system; ability to establish rapport with older people; ability to organize; perceptiveness; initiative; integrity, tact, and interpersonal communication skills.

MINIMUM QUALIFICATIONS: Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Human Services or Social Work or closely related field PLUS three (3) years of responsible professional experience in the field of the aging involving direct client contact.

Adopted 11/26/01
 Town of Colonie
 Personnel Officer
 Amended 11/18/15
 Amended 6/10/21