

GENESEE COUNTY

SENIOR CLIENT SERVICES OUTREACH ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class disseminate information pertaining to services provided by an agency/department. Incumbents assess the needs of clientele, evaluate applications for assistance, and either provide direct services or refer to community agencies for provision of services. Supervision may be exercised over a small number of subordinates. The work is carried out under the direct supervision of the department head or his/her designee in accordance with established policies and procedures. Does related work, as required.

TYPICAL WORK ACTIVITIES:

May assist with initial intake and assessment to determine the need for in-home care and other services;

Determines client eligibility for non-medical care based on client assessment;

Identifies clients in need of services by conducting outreach activities;

May participate in the development of care plans that address all client needs identified and makes arrangements for clients to have needs met through appropriate services in the community.

Responds to client's ongoing care needs while client is receiving non-medical in-home care; making changes to client's care plan as necessary;

Interviews clients and conduct assessments for non-medical in-home care; Assessments may be completed in client's homes requiring home visits;

Provides information, referral and assistance to clients to meet needs identified in assessment process;

Referrals made to other service providers, as necessary, and assistance may be directly provided for completion of some benefit program applications required;

Maintains computerized client tracking system for clients to meet time frames for assessment and contacts specified in regulations;

Schedules and completes annual assessments and follow-up contacts, according to State regulations;

Makes adjustments to care plans and does required follow-up for clients as client needs change;

Completes all documents, reports and forms (either in writing or with computer program) necessary to comply with all record-keeping requirements as per program regulations;

Identifies caregivers of elderly persons and offers supportive services to them to assist with their care giving needs. This includes assessment of caregivers' needs; information on services available to assist the caregiver or their elder care-receiver; facilitating caregiver support groups; helping to implement and promote training and education programs for caregivers; and writing publicity releases and updating promotional material on all types of caregiver services;

Works with legal services provider to assure compliance with legal program and follow through of legal client needs;

Reviews client files processed by co-workers and assists in conveying information to appropriate staff for follow up and client tracking system.

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The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS: Good knowledge of the geographic area served by the Genesee County Human Service agencies; good knowledge of the programs and services available to various clientele; working knowledge of the characteristics, needs and interests of elderly clientele; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to operate a motor vehicle; ability to read and write, and to communicate effectively in writing and on the phone; good organizational skills; good discretion and judgment; initiative, resourcefulness and dependability.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS:

EITHER:

- A. Possession of an Associate's Degree or higher **AND** two (2) years full-time paid experience in human services in a community based setting, or social action program, community services worker or case aide work in a human services agency or working directly with older adults or a closely related field;

OR:

- B. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and four (4) years full-time paid experience as defined by the limits of (A) above;

OR:

- C. An equivalent combination of training or education and experience as defined by the limits of (A) above.

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NOTE: Part-time or volunteer experience as defined above will be considered on a prorated basis.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of an appropriate valid NYS Driver's License.

NOTE: Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class

Adopted 9/17/98

Revised 9/30/03

Revised 11/2/06, 4/7/16, 2/8/21, 2/7/23, 1/4/24