

Jurisdictional Class: Competitive  
EEO Category: Professionals  
Revised: 01/15/2020

## **AGING SERVICES SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves assisting in the implementation of the services component of Aging Services. The incumbent in this position coordinates, develops and performs a variety of tasks which may involve grants administration and participation in advisory committees and/or meetings. A person in this position may be responsible for the general, specific, and long range planning in Aging Services. The work is performed under the direct supervision of the Director. Supervision is exercised over all subordinates. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Supervises and trains personnel in the planning and delivery of services;  
Performs administrative functions of the office such as staffing, recruitment and staff review and evaluation;  
Assigns work on a daily basis;  
Participates in daily staff meetings to provide needed direction;  
Participates in supervisors' meetings and advisory council meetings and committees;  
Provides employee counseling as needed;  
Performs new employee orientation;  
Plans, organizes and implements training programs;  
May assist with aging related grant projects;  
May participate in weekly client case conferences;  
May make supervisory home visits to observe and supervise case manager performance.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of the aging process and needs of older adults; good knowledge of programs and services available through Aging Services and other services providers; ability to plan and supervise the work of others; ability to communicate with older persons who may have physical or language difficulties; ability to work effectively with subordinates, peers and supervisors; ability to communicate clearly and effectively both verbally and in writing; ability to organize.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree in a human services-related field **AND** two (2) years of full-time paid human service\* experience in a supervisory capacity; **OR**
- (B) Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree in a human services-related field **AND** four (4) years of full-time paid human service\* experience, two (2) years of which were in a supervisory capacity.

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**MINIMUM QUALIFICATIONS cont'd:**

**\*Human service experience** is defined to mean experience which shall have involved a one-on-one interaction with a client, in order to actively facilitate the identification of client needs and goals through the interview process; as well as, the development of a service plan, (i.e.: identification and coordination of services available in the agency or the community to meet these needs and goals).

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this case will require access to transportation to meet field work requirements in a timely and efficient manner.

**NOTE:** Verifiable part-time human service experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 01/07/2016  
Revised: 02/03/2016; 01/15/2020