

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

## **AGING SERVICES PROGRAM ADMINISTRATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class is responsible for performing a variety of compliance functions for Aging Services programs and other designated County department programs and for making recommendations for their improved services and operation. The incumbent's responsibilities also include supervision, planning, oversight, and technical support to these programs. The incumbent may also facilitate ongoing collaboration with community and state partners, and public relations. Direct supervision is received from the Director of Aging Services and other designated program-related department heads. Supervision is exercised over professional and clerical staff. The incumbent performs related work as required.

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

Assists Director of Aging Services and other designated department officials in planning activities, reviewing and developing policy, and coordinating a Community Services Board;

Performs compliance functions for designated programs and makes recommendations for their improved services and operation;

Supervises program staff to ensure that quality of services and maintenance of agency standards and policies are adhered to;

Provides technical support and oversight to program coordinators and supervisors;

Prepares, compiles and reviews appropriate charts, records and reports as required;

Oversees the performance of outreach, case management, and clerical services;

Participates in surveys, studies, and research on program related topics;

Participates in conferences and community programs with state partners or other agencies;

Facilitates collaboration with community and/or state partners.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the aging process and needs of older adults; thorough knowledge of programs and services available through Aging Services and other services providers; good knowledge of management skills; good knowledge in the supervision of staff; good knowledge in human services program administration; ability to plan and supervise the work of others; ability to work effectively with subordinates, peers and supervisors; ability to prepare written reports; ability to communicate clearly and effectively both verbally and in writing; ability to exercise discretion and sound judgment; organizational skills.

### **MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or NYS registered college or university with a Master's Degree in a human services-related field **AND** two (2) years of full-time paid human service experience\* in a supervisory capacity; **OR**

continued...

**MINIMUM QUALIFICATIONS cont'd:**

- (B) Graduation from a regionally accredited or NYS registered college or university with a Bachelor'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.

**\*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