

Jurisdictional Class: Labor
EEO Category: Administrative Support
Revised: 01/15/2020

AGING SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This position involves support of Aging Services activities, including supplying consumers with outreach and referral information. The position is intended to permit employment for older persons who can successfully relate to other older persons. The work is performed under the direct supervision of the Aging Services Supervisor. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Telephones consumers to obtain needed information;
Provides callers and consumers with information regarding available services and eligibility requirements;
Provides written information requested by consumers;
Provides links to appropriate community agencies and resources as needed;
Reports immediate consumer needs to supervisors;
Collects and collates current information on available services and agencies;
Assists with agency records and filing as needed;
Answers, directs and takes messages from general telephone calls as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of geographic area served by Aging Services and its social conditions; working knowledge of programs and services available through the Aging Services and other services providers; working knowledge of the characteristics, needs and interests of older persons; ability to communicate with older persons who may have physical or language difficulties; ability to relate to and motivate older people; empathy in handling sensitive human problems.

MINIMUM QUALIFICATIONS: None.

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

Adopted: 08/22/1975
Revised: 08/25/1992; 10/01/1996; 01/07/2016; 01/15/2020