

## **SENIOR CITIZENS SERVICES ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized advocacy work involving a responsibility for promoting the self-sufficiency and well-being of senior citizens. The work involves the resolution of health care related problems, public relations and coordination of services provided under the auspices of various community programs. The work is performed under the general supervision of a director. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Meets with individual senior citizens to gather information and identify problems related to health care benefits and services;  
Contacts health care providers and organizations (e.g. Blue Cross/Blue Shield, Medicare), doctors, hospitals, etc. in order to ensure that individuals receive optimal care and maximum benefits as provided for by health care programs;  
Promotes community awareness and legislative responsiveness to senior citizen health care needs by speaking to groups and organizations and preparing publicity and outreach services flyers;  
Acts as a liaison with other service delivery agencies, hospitals and local and state government agencies in order to coordinate and facilitate the arrangement of services needed by individuals;  
Prepares activity reports;  
Works with management, staff, and community resources to introduce appropriate programs as needed (e.g. a holiday party and a summerfest);  
May represent the organization at meetings;  
May train and provide guidance to volunteers.

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

Good knowledge of health care programs and agencies which can be utilized to aid the elderly; working knowledge of the characteristics, needs and interests of the aging especially as they relate to health; ability to maintain effective relations with public and private health insurance companies and community organizations, other government agencies, community groups, hospitals and physicians, the public and senior citizens; ability to keep accurate records and prepare reports of a generally routine nature; ability to communicate clearly and effectively, both orally and in writing.

### **MINIMUM QUALIFICATIONS:**

1. Possession of a Bachelor's degree; or
2. Completion of two (2) years of college and either:
  - a. One (1) year of work experience which involved evaluating and/or resolving senior citizen health care problems; or
  - b. Two (2) years of work experience which involved direct client or patient contact of a responsible nature such as nursing, counseling, determining eligibility for various programs or other such work, which required independent judgment in the delivery and/or coordination of services; or

(over)

3. Graduation from high school or possession of an equivalency diploma, and either
  - a. Two (2) years of work experience as described in a. above; or
  - b. Four (4) years of work experience as described in b. above.

**NOTE:** Experience as a Mental Health Aide or equivalent title or in primarily personal care work shall not be qualifying.