

AGING PROGRAM SPECIALIST II

This is consultative and administrative work in providing technical assistance and administrative review of service providers operating programs for the elderly under the various titles of the Older Americans Act and related State legislation. Work involves participating with planners, project directors, and advisory councils in the structuring of programs including advising on administrative requirements such as operational regulations and reporting requirements, evaluating applications for financial assistance, and monitoring performance of program operators. Employees are responsible for all program services in the assigned planning region of the State and serve as staff specialists and agency liaison for an assigned interest or program area. Employees report to the Chief, Program Services Section in the Division of Aging.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include conducting workshops and training sessions, consulting with program operators and concerned groups, monitoring and assessing programs for elderly, and reviewing plans for federal funding. All activities relate to the provision of services to the elderly.

Intricacy - Work requires the analysis of operational plans, operational reports, and other sources of information in order to determine consultation and training needs and compliance with operational policies, regulations, and requirements. Work also involves participating with program administrators, advisory councils, volunteers, and the general public in establishing the need for services in assigned region.

Subject Matter Complexity - Work requires an understanding of the needs of the elderly, the operational characteristics of service providers and their interrelationship, the resources available to support the provision of services, and the federal and State legislation, policies, and procedures affecting the provision of services.

Guidelines - Guidelines include federal, State, and Division policy and procedure manuals, related regulations, program operation manuals, and the State Plan for services.

II. RESPONSIBILITY:

Nature of Instructions - Employees receive both written and verbal instructions concerning implementing changes in policy and procedures with employees independently scheduling day-to-day activities based on established work plans. Situations requiring policy interpretation are referred to supervisor for resolution.

Nature of Review - Work is reviewed through analysis of field reports, progress reports, conferences, and informal discussions to ensure compliance with established policy and procedures and consistency with goals and objectives outlined in the annual plan of work.

Scope of Decisions - Decisions affect area agencies and service providers and their capacity and capability to provide services to the elderly in the assigned region.

Consequence of Decisions - Decisions affect the funding and implementation of programs in the assigned region.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with service providers and their staffs, representatives of advisory councils and committees, representatives of other State agencies, and the general public.

Nature and Purpose - Primary purpose of contacts is to obtain clarification of information provided, to provide explanation of procedures and regulations, and to influence consideration of resources allocations.

IV. OTHER WORK DEMANDS:

Work Conditions - Work is generally conducted in an office setting or similar environment but requires visits to program sites and occasionally participant homes.

Hazards - Work requires some travel, and employees are subjected to normal driving hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of: the needs of the elderly; the structure and operation of agencies and service providers, and the resources available to provide programs to address these needs; and the applicable legislation. Ability to: collect and analyze data and information; explain and interpret policies, procedures, and regulations; and communicate effectively, in oral and written form, with representatives of community organizations, advisory committees, area agencies, service providers, and the general public.

Minimum Education and Experience - Four-year degree in a human service field such as psychology, sociology, public health education, social work, gerontology, and related fields and four years of experience in a human service program, preferably in the field of aging, providing involvement in and/or exposure to the analysis of technical and administrative operational requirements; or an equivalent combination of education and experience. A Master's degree in one of the fields referenced above may be substituted for one year of the required experience.