

Outreach Worker (Promotional) Tompkins County

Department: Office for the Aging

Classification: Competitive

Approved: 0

MINIMUM QUALIFICATIONS:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Office for the Aging. Applicants must currently hold, and have continuously held, at least six months of permanent and/or contingent permanent competitive class status in the title of Account Clerk Typist.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATIONS:

Applicants must be eligible for a New York State motor vehicle operator's license at the time of application. Successful candidates must possess a valid New York State driver's license at time of appointment and maintain such license throughout the life of employment or otherwise demonstrate the ability to meet the transportation requirements of the position.

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry level position involving responsibility for providing information to older persons, assisting older persons with the completion of applications for various assistance programs, and utilizing that information in other ways to help solve problems that the individual may have with various groups. Outreach Workers provide liaison with other agency personnel in the community. The work is performed under the general supervision of the Director, Office for the Aging. Wide latitude is allowed for the use of independent judgement in planning and carrying out the typical work activities of the job. The Incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Provides information to older persons concerning the availability of assistance from various programs;

Provides information and referrals to older persons in relation to particular problems which the older persons have encountered;

Visits homes of elderly applicants for the Personal Emergency Response Systems (PERS) and to assess need, eligibility and suitability for various benefits and services;

Explains PERS and other benefits to clients, family members, friends and appropriate others;

Delivers, installs or arranges for installation and demonstrates use of PERS home units to clients in their homes;

Assists the elderly to establish eligibility and make use of a variety of benefits, either by helping to complete the application or referring them to the appropriate local agency;

Presents information programs to groups of older persons or community agencies representing them;

Meets with staff of county departments and community agencies to discuss procedures for and results of programs;

Develops forms and procedures for sponsored programs;

Canvasses geographical areas to determine older population;

Maintains records of activities for inclusion in the quarterly statistical report.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs and interests of the aging;

Good knowledge of interviewing techniques;

Good knowledge of the geography, social and economic climate of the jurisdiction;

Working knowledge of the community agencies, facilities and services available to the elderly;

Ability to perform arithmetic computations involving adding, subtracting, dividing, multiplying, fractions, decimals and percentages;

Ability to lift objects weighing approximately 10 pounds and on occasion, move furniture to install PERS unit;

Ability to read and write English;