

Code: 3040
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: Assistant Specialist in Aging

CHARACTERISTICS OF THE CLASS: Under immediate supervision, the class provides social service assistance and assists professional staff in coordinating and monitoring program activities for senior citizens; and performs related duties as required.

ESSENTIAL DUTIES: Interviews senior citizens to identify needed services and to gather information required to complete client intake forms; responds to inquiries and provides information to clients about available programs and services; makes referrals to appropriate social service agencies to ensure clients receive needed services; acts as an advocate for clients working on their behalf to secure needed services and benefits; assists clients in completing applications for available services and benefits available such as RTA reduced fare passes; makes site visits to monitor program services such as nutrition, transportation, meals on wheels and legal assistance provided by delegate agencies to ensure compliance with program guidelines; assists in coordinating program activities and recruiting volunteers for programs such as Foster Grandparents and the Senior Companion Program; participates in community advisory meetings designed to address issues concerning senior citizens; maintains a resource directory of individuals and organizations that provide services to senior citizens; prepares work and program activity reports.

RELATED DUTIES: Assists professional staff in developing informational resources for clients; contacts agencies in a regional area to obtain information about programs and services and to identify resources for senior citizens.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Gerontology, Psychology, Health Education, or a related field, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Knowledge of government funded programs and services for senior citizens. Knowledge of the needs and issues affecting the elderly. Knowledge of social service agencies and other resources providing assistance to the elderly.

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CLASS TITLE: Assistant Specialist in Aging (Cont'd)

Ability to work closely and effectively with clients. Ability to

assess the needs of elderly clients. Ability to interview clients and provide appropriate referrals. Ability to access multi-level facilities. Ability to operate a personal computer.

Good human relations skills. Good oral and written communication skills. Skill in assessing the needs of senior citizens.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 2002
City of Chicago
Department of Personnel