

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8132100

Aging Services Representative, Grade 21 8132100
Aging Services Area Supervisor, Grade 25 8132500

Brief Description of Class Series

Positions in this series administer federal and State funded programs for the elderly by promoting services, reviewing funding applications, and monitoring the effectiveness and cost efficiency of these programs. They oversee program operations, and provide technical assistance to area agencies on aging, which deliver services to the elderly.

Positions in these classes are found only in the State Office for the Aging.

Distinguishing Characteristics

Aging Services Representative: full performance level; oversees and provides technical assistance to assigned area agencies on aging under the general supervision of an Aging Services Area Supervisor. The Aging Services Representative is the principal liaison between the State Office for the Aging and the area agencies on aging.

Aging Services Area Supervisor: supervisory level; supervises Aging Services Representatives under the direction of Assistant Director Office for the Aging Programs.

Illustrative Duties

Aging Services Representative

Provides technical assistance to area agencies on aging on program development, implementation, management, and operation, consistent with State and federal requirements, to ensure effective provision of services to the elderly.

- Advises on federal and State laws, rules and regulations, compliance monitoring and development of corrective action plans.
- Advises on management practices including planning and developmental issues, subcontracting and monitoring of services.

- Provides guidance on administrative issues such as staffing, personnel and organizational structure to achieve program objectives within budget and compliance with federal and State rules and regulations.
- Coordinates the resources of the State Office for the Aging, the overall aging network and other appropriate entities (local, State, etc.) to address the problems and difficulties, or to help effectuate the plans of the area agency.
- Evaluates programmatic data and recommends improvement in service delivery or performance.
- Provides guidance and assistance in development of funding proposals.

Conducts field visits, provides frequent telephone contact, prepares correspondence and reviews quarterly reports of assigned area agencies on aging and reports on the status of their operations.

- Schedules and conducts site visits, including an annual evaluation of the area agency's program operations to ensure that grant funded activities and expenditures comply with program objectives.
- Prepares written reports of field visits and findings.

Reviews and approves applications, plans, and supporting materials for federal or State funded programs and services for the elderly and issues recommendations, and modifications to such.

- Reviews and evaluates completeness, accuracy, compliance and non-compliance issues in the review of applications for funding.
- Seeks clarification, additional information and adjustments to conform to regulatory standards by discussing issues with area agency on aging staff.
- Makes recommendations for approval or disapproval for new or continued funding.

Promotes successful programs and services for the elderly through interaction with local officials, agencies, and community and interest groups.

- Serves as committee member, speaker, panelist, discussion leader or facilitator in State or local meetings, conferences, seminars, institutes or interagency work groups.
- Answers questions on policies and program requirements for funding to support local aging services programs.

Prepares written reports or correspondence on program activities.

May perform State Office for the Aging program evaluation and analysis duties and other special projects, as assigned.

Aging Services Area Supervisor

Supervises Aging Services Representatives in several area agencies on aging.

- Establishes priorities and oversees field work schedules and assignments of Aging Services Representatives to ensure optimal use of staff and resources.
- Ensures that Aging Services Representatives are properly trained on aging program activities and compliance criteria, laws and policies.
- Conducts regular staff meetings and reviews work activities.
- Evaluates performance and ensures that assignments are completed according to agency standards.

Provides consultation, guidance and oversight to Aging Services Representatives in all areas of responsibilities, to ensure effective administration of federal and State aging program policies throughout the network of area agencies on aging.

- Accompanies Aging Services Representatives in the field for training purposes or when a difficult situation exists.
- Provides information and guidance to staff on agency initiatives, regulatory issues, program administration analysis and compliance issues.
- Reviews agenda for field visits and provides input on technical assistance plans for area agencies on aging.
- Reviews reports and correspondence to area agencies on aging, incorporating recommendations or identifying deficiencies and items for corrective actions.

Reviews and approves plans and funding applications for new or continued funding, and reviews and approves annual evaluations of area agencies on aging or specific aging services programs.

- Meets with field staff and agency specialists regarding program goals and objectives.
- Reviews recommendations and ensures plans and applications comply with federal and State regulatory requirements and agency policies.

- Approves disposition letters to area agencies on aging indicating approval or disapproval for new or continued funding.
- Obtains policy decisions in unusual or difficult cases from the Assistant Director.

Compiles monthly reports for Bureau Director and/or other agency management staff as needed and assists in planning Bureau priorities.

Minimum Qualifications

Aging Services Representative

Open Competitive: Seven years of professional level experience* in a human services agency. At least one year of this experience must have been in an administrator, manager, or coordinator capacity where you had responsibility for directing, organizing, and controlling the program and/or supervising the professional staff who directly run the program.

Substitutions: a bachelor's degree in an appropriate human services field** substitutes for four years of general experience; a master's degree in an appropriate human services field ** substitutes for five years of general experience.

**Appropriate degrees include, but are not limited to, the following human services fields: audiology, case management, community mental health, community services, counseling, education, family development, family studies, gerontology, health administration, hospital administration, human development, human services, health services administration, mental health counseling, non-profit administration, nutrition, occupational therapy, physical therapy, psychoanalysis, psychology, public administration, public health, rehabilitation counseling, social policy, social work, sociology, speech and language pathology, speech communication, and therapeutic recreation.

Aging Services Area Supervisor

Promotion: one year of service as an Aging Services Representative.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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