

NY CONNECTS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves a wide variety of supportive services to the elderly in the areas of outreach, information and referral. Cases requiring more intensive services are referred to appropriate agencies. Incumbents in this class must have an understanding of and empathy for the characteristics, needs, and problems of the elderly. The work is performed under the general supervision of the Director and NY Connects Coordinator.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Provides information and assistance to older adults, individuals with disabilities and caregivers including eligibility for services, application assistance for financial and functional benefits; Provides information and support to clients and caregivers regarding transition from institution to institution or to home, including but not limited to long term care, outpatient programs, financial needs, and other available options; Provides outreach, public education and awareness about long term services, supports and other programs within the community; Conducts individual interviews to identify clients' needs related to LTSS (Long Term Services and Supports); Assists individuals with completing required paperwork for benefits that may be available; Participates in training and other sources of education in order to ensure current and accurate knowledge of LTSS and other program requirements; Maintains accurate and current records in state mandated databases; Develops and maintains resource directory; Updates and reviews all mediums of communication, which may include electronic and/or print documents, County and State websites.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the characteristics, needs and interests of older adults and individuals including caregivers; Good knowledge of community resources, agencies, facilities and human services available to children, older adults and disabled; Good knowledge of interviewing techniques and methods; Working knowledge of demographic make-up of the area serviced by the Office for Aging as it relates to the elderly; Working knowledge of Options Counseling; Ability to communicate effectively both orally and in writing; Ability to relate to and motivate older people; Empathy in handling sensitive human problems; Integrity; Initiative; Patience; Ability to meet and work with the public; Clerical aptitude; Initiative and resourcefulness; Tact, courtesy, and integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A. Completion of 60 semester credit hours from a college or university; OR
- B. Two years' full-time paid or equivalent part-time clerical experience which included public contact and examining, investigating or evaluating claims such as for insurance or a similar program operating under established criteria for eligibility; account keeping; or related work; OR
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: Study in a college, or business school may be substituted for experience on a year for year basis.

SPECIAL REQUIREMENT: A valid New York State driver's license is required at time of appointment and maintained during employment.

NOTE: Your degree or training must have been conducted at a college, university, or business school accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or training was conducted at an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Adopted 1/10/20

Reviewed: 9/23/22; 11/26/25

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