

NY CONNECTS COORDINATOR

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 a Coordinator of Services for the Aging. Direct supervision may be exercised over volunteers, clerical and other agency staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Develops and maintains program standards, relationships with government and community agencies and implementation team for NY Connects No Wrong Door Hub and other related programs; Provides information and assistance to older adults, individuals with disabilities and caregivers including eligibility for services, application assistance for financial and functional benefits; Provides counseling 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; Coordinates and conducts committee groups and meetings to plan and develop support for programs; Maintains state mandated data bases; Prepares and submits program reports as necessary; Develops and maintains resource directory, updates all mediums of communication which may include electronic and/or print documents, County and State website; Supervises support staff and volunteers.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the practices and procedures of case management; 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; Ability to direct and evaluate the work of others; Empathy in handling sensitive human problems; Integrity; Initiative; Patience; Ability to meet and deal 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. Graduation from a four-year college or university with a Bachelor's degree in human services, gerontology, psychology, sociology, nursing or related field and one-year full time paid or equivalent part time paid experience in aging services, adult education, community development, community health services, counseling, social work, public administration, work placement or related field; OR

B. (1) Graduation from a two year college with an Associate's degree in human services, gerontology, psychology, sociology, nursing or related field or completion of 60 semester credit hours from a regionally accredited or New York State registered college or university with a minimum of with at least fifteen credit hours in the behavioral sciences* or closely related field and three years full time paid or equivalent part time paid experience in aging services, adult education, community development, community health services, counseling, social work, public administration, work placement or related field OR

C. Five years full time paid or equivalent part time paid experience in aging services, adult education, community development, community health services, counseling, social work, public administration, work placement or related field; OR

D. An equivalent combination of training and experience as defined by the limits of A, B and C above.

NOTE: *Behavioral Sciences are limited to psychology, sociology and anthropology.

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

NOTE: Your degree must have been awarded by a college or university 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 was awarded by 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 12/10/15

Revised: 5/22/25

Reviewed: 8/4/25