

Civil Division: Oneida County Government  
Jurisdictional Class: Labor  
EEO Category: Administrative Support  
Revised: 01/07/16

### **AGING SERVICES AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves support of Office for the Aging activities, including supplying consumers with outreach and referral information. The position is intended to permit employment for older persons who can successfully relate to other older persons. The work is performed under the direct supervision of the Aging Services Supervisor. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Telephones consumers to obtain needed information;  
Provides callers and consumers with information regarding available services and eligibility requirements;  
Provides written information requested by consumers;  
Provides links to appropriate community agencies and resources as needed;  
Reports immediate consumer needs to supervisors;  
Collects and collates current information on available services and agencies;  
Assists with agency records and filing as needed;  
Answers, directs and takes messages from general telephone calls as needed.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of geographic area served by the Office for the Aging and its social conditions; working knowledge of programs and services available through the Office for the Aging and other services providers; working knowledge of the characteristics, needs and interests of older persons; ability to communicate with older persons who may have physical or language difficulties; ability to relate to and motivate older people; empathy in handling sensitive human problems.

**MINIMUM QUALIFICATIONS:** None.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 08/22/75  
Revised: 08/25/92, 10/01/96, 01/07/16