

HEALTH CARE SERVICES ASSISTANT (OFFICE FOR THE AGING)

DISTINGUISHING FEATURES OF THE CLASS: This is primarily specialized advocacy work involving a responsibility for promoting the self-sufficiency and well-being of senior citizens. The work requires involvement in a broad range of activities, including intervention to resolve health care related problems, public relations and coordination of services provided under the auspices of various community programs (e.g. New York State Health Insurance Information Counseling and Assistance Program (HIICAP)). The work is performed under the general supervision of the Director, Office for the Aging. Does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with individual senior citizens to gather information and identify problems related to health care benefits and services;

Contacts health care providers and organizations (e.g. Blue Cross/Blue Shield, Medicare), doctors, hospitals, etc. in order to ensure that individuals receive optimal care and maximum benefits as provided for by health care programs;

Promotes community awareness and legislative responsiveness to senior citizen health care needs by speaking to groups and organizations and preparing publicity and outreach services flyers;

Acts as a liaison with other service delivery agencies, hospitals and local and state government agencies in order to coordinate and facilitate the arrangement of services needed by individuals;

Maintains accurate program records;

Compiles data regarding the nature and prevalence of health care problems, goal accomplishment, effectiveness in reaching the target population (i.e. senior citizens) and prepares reports as required by local and state regulatory agencies;

May represent the Office for the Aging at meetings;

Provides guidance to volunteers involved in advocacy activities and may conduct in-service training.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of health care programs and agencies which can be utilized to aid the elderly; working knowledge of the characteristics, needs and interests of the aging especially as they relate to health; ability to maintain effective relations with public and private health insurance companies and community organizations, other government agencies, community groups, hospitals and physicians, the public and senior citizens; ability to keep accurate records and prepare reports of a generally routine nature; ability to communicate clearly and effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. Possession of a Bachelor's degree; or
2. Completion of two (2) years of college and either
 - a. One (1) year of work experience which involved evaluating and/or resolving senior citizen health care problems; or
 - b. Two (2) years of work experience involving direct client or patient contact of a responsible nature such as nursing, counseling, determination of eligibility for various programs or other such work, which required independent judgment in the delivery and/or coordination of services; or
3. Graduation from high school or possession of an equivalency diploma, and either
 - a. Two (2) years of work experience as described in (a) above, or
 - b. Four (4) years of work experience as described in (b) above.

(over)

SPECIAL REQUIREMENTS:

1. Must obtain HIICAP certification within one (1) year of appointment;
2. Must complete annual HIICAP recertification requirements.

NOTE: Experience as a Mental Health Aide or equivalent title or in primarily personal care work shall not be qualifying.

R.C.D.P. (08.03.2015) 07.20.2016
Competitive