

Code: 3030
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: **Specialist in Aging I**

CHARACTERISTICS OF THE CLASS: Under supervision, the class performs professional entry level duties assisting in implementing and evaluating programs and services for senior citizens; and performs related duties as required.

ESSENTIAL DUTIES: Conducts site visits and performs program and fiscal audits of delegate agencies to evaluate client services and to ensure compliance with contract requirements for programs including nutrition, transportation, meals on wheels, legal assistance and case management services; provides technical assistance to delegate agencies on resolving contract compliance and quality improvement issues found during site visits; prepares detailed reports of monitoring activities and findings; interviews clients to obtain information needed to assess the quality of services provided by delegate agencies; assists in administering and coordinating nutrition and volunteer programs such as the Senior Companion Program; acts as an advocate for clients working on their behalf to secure needed services and benefits; develops informational resources and maintains a directory of individuals and organizations that provide services to senior citizens; acts as a liaison between delegate agencies and the department to facilitate quality service delivery to senior citizens; counsels senior citizens on available social and supportive services and provides appropriate referrals; prepares work and program activity reports.

RELATED DUTIES: Participates in developing requests for proposals and recommending the most qualified bidder for supportive services contracts; assists in preparing grant applications.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Master's degree in Gerontology, Psychology, Public Health or a directly related field; or a Bachelor's degree in the above listed fields supplemented by one year of experience in the planning, implementation and administration of social service programs.

Knowledge, Abilities and Skill. Knowledge of government funded programs, services and benefits available to senior citizens. Knowledge of the needs and issues affecting the elderly. Knowledge of contract and program review procedures. Knowledge of resources and services provided by community social service agencies.

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Ability to work closely and effectively with clients. Ability to assess the needs of elderly clients. Ability to evaluate program services against established requirements. Ability to access multi-level facilities.

Skill in advocating on behalf of senior citizens. Good human relations skills. Good oral and written communication skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

May, 2002
City of Chicago
Department of Personnel
(Minimum Qualifications Revised October, 2008)