



AGING SERVICES SUPERVISOR ASSISTANT

DEFINITION:

Under supervision, assists in the coordination and direction of aging programs for residents of Long-Term Care Facilities, as well as for services provided at Senior Centers to aging participants. Programs include nutrition, outreach, escort, information and referral, community, in-home, and LTC Ombudsman advocacy. Provides leadership in the absence of the Human Services Supervisor overseeing Senior Centers and/or the LTC Ombudsman.

ESSENTIAL JOB DUTIES:

Incumbents in the Assistant Human Services Supervisor classification receive direct supervision from a Human Services Supervisor, or higher-level supervisor or manager. The Assistant Human Services Supervisor provides general office support including fielding phone calls, greeting members of the public, and answering questions appropriately; maintains records and logs; signs in meal guests daily and prepares meal counts. Assists the Human Services Supervisor who acts as the Site Coordinator in maintaining various statistical reports and individual case files; counts and deposits all program income for the Nutrition Program and other services at the designated area/site; maintains appropriate receipts/documentation of all transactions; organizes social activities; coordinates and helps to develop plans to stimulate community interest and involvement in the senior program; and identifies and supports volunteers. Duties also include participation in meetings and trainings as directed; following applicable federal, state and local regulations; maintaining compliance with LTC Ombudsman certification requirements; performing LTC Ombudsman program functions, and other duties as assigned. LTC Ombudsman functions include administrative and office duties such as ordering supplies, filing, data entry, and report preparation; acting in the capacity of an LTC Ombudsman, promoting and protecting the rights, dignity, safety, and quality of life of residents in long-term care facilities; assisting residents to address and resolve issues to their satisfaction; promoting communication between parties who may disagree; supporting both resident rights as well as the sincere effort of providers who wish to deliver high quality care in their facilities; visiting with residents, identifying complaints and concerns; Educating residents about their rights, community services available to them, laws, regulations and standards governing LTC facilities; and receiving and responding to reports of suspected elder/dependent adult abuse as directed by the LTC Ombudsman.

EMPLOYMENT STANDARDS

Education/Experience:

EITHER:

Pattern 1: Graduation from an accredited four-year college or university;

OR

Pattern 2: Successful completion of thirty (30) college semester units from an accredited college or university, including fifteen (15) semester or twenty-two (22) quarter units in social welfare, social/human services, psychology, sociology, or other social or behavioral science or related field;

AND

One (1) year of full-time experience performing duties comparable to the Human Services Specialist IV classification.

OR

Pattern 3: Equivalent to completion of two years of college, including fifteen (15) semester or twenty-two (22) quarter units in social welfare, social/human services, psychology, sociology, or other social or behavioral science or related field

AND

Two (2) years of full-time experience performing paraprofessional* duties comparable to a Human Services Specialist III classification OR two (2) years of full-time experience in a public or private Health and Human Services agency providing services to disadvantaged adults and/or children

*Paraprofessional is defined as a person trained to assist a professional (including but not limited to social workers, therapists, doctors, teachers, and lawyers), but is not licensed to independently practice in the profession.

Knowledge of:

- The social, medical, economic and recreational needs and concerns regarding the senior population
- Types of activities suited to the senior population
- Health and social care systems, community agencies and organizations that provide services to the senior population
- Evaluation and assessment methods
- The principles of Federal and State regulations governing programs for the aged
- Computer applications such as spreadsheets, word processing, e-mail, and database software
- Office procedures, filing techniques, business methods, operation of office equipment, including telephone, copier, agency computer programs, and the internet
- Effective communication skills both orally and in writing

Ability to:

- Successfully complete the 36-hour State Certified Long Term Care Ombudsman Training and post training mentored facility visits within 6 months of employment.
- Complete 12 hours of additional training annually to retain certification.
- Be sensitive to the human situation as related to the aging process
- Be objective and impartial when documenting, discussing, and reporting complaints and concerns
- Be willing to follow complaints to conclusion
- Maintain client confidentiality in investigation and casework
- Receive and respond to inquiries and complaints made by or on behalf of residents in long-term care facilities
- Develop professional relationship with personnel in long-term care facilities through regular visits to assigned facilities
- Maintain documentation and submit required reports in a timely manner
- Apply effective interpersonal skills
- Develop and maintain effective working relationships with agency staff, clients, and outside organizations
- Maintain confidentiality in accordance with legal standards and/or county regulations
- Use computers and related software
- Encourage self-advocacy and interaction between residents, staff and community including resident councils and family support groups
- Be flexible and adjust work schedule and daily duties to meet the needs of the program

Typical Physical Requirements: While performing the essential functions of this job class, the employee is regularly required to: use hands and fingers to operate a vehicle and a variety of office equipment; possess flexibility and endurance to sit, stand, walk, bend, squat, climb, kneel, twist, and reach; talk and hear clearly and concisely to communicate with general public, clients, supervisors, and fellow employees on a continuous basis; regularly lift and/or carry and/or move objects weighing up to 10 pounds, and occasionally lift and/or carry and/or move objects up to 50 lbs.

Typical Working Conditions:

Assigned work is performed in an office, in client homes, in Long-Term Care Facilities and occasionally in the outdoor environment. The successful applicant will have continuous contact with clients, County staff, management, general public and outside organizations/agencies.

SPECIAL REQUIREMENTS: Must be able to travel, either alone or with clients, within Inyo County routinely in the course of work, and occasionally travel outside Inyo County in the course of work; will be required to work flexible hours including evenings on some occasions; You must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation and successfully complete a Live Scan fingerprinting background check. Your position may be required to serve as a Disaster Service Worker during a County emergency. Within six months of employment, successful completion of the 36-hour State Certified Long Term Care Ombudsman Training and post training mentored facility visits. Consistent attendance is an essential function of the position.

Note: Ombudsman staff and volunteers are by law, prohibited from employment in a long term care facility in the past 12 month or from having any financial interest in a long term care facility during the time they are acting in an ombudsman capacity.