

SENIOR SERVICES PROGRAM SPECIALIST 1

Nature of Work: Under general supervision, performs work at the full-performance level by maintaining responsibility for carrying out complex technical functions necessary for the operation of a statewide Bureau of Senior Services program, providing technical and/or programmatic assistance to staff, participants, and other user entities of a component of a statewide program or major technical area specific to or characteristic of the Bureau of Senior Services. Helps assure compliance with laws and regulations governing the program or technical area. Maintains responsibility of operational procedures and policies related to their technical function. Uses independent judgement to determine approaches to technical or operational problems. Consultation on individual situations related to assigned technical function. Exercises latitude in varying methods and procedures within the parameters of program or technical area guidelines. May assign and review the work of clerical staff. Maintains responsibility for application of standards to individual situations as well as the monitoring and evaluation of individual situations. Has responsibility for formulation of training of other staff as related to his/her function. Performs related work as required.

Distinguishing Characteristics: The Senior Services Specialist 1 is distinguished from the Senior Services Specialist 2 by the assignment to limited technical or operational areas rather than program or broad operational development or consultation. Problems are typically procedural or standard precedents. If used as an entry or beginning level class, work is characterized by more direct supervision and a training and developmental nature.

Examples of Work

- Develops new or updates existing forms, paper and/or electronic, to facilitate operations.
- Sets up and maintains paper and electronic files.
- Reviews forms for completeness and compliance.
- Talks with state, federal, and local program participants, or technical area personnel to explain procedural changes, clarify guidelines, and answer general questions.
- Monitors procedures for effectiveness and efficiency.
- Advises program participants and/or other staff on changes in operational and procedural policies, regulations, and guidelines, and answers questions regarding those changes.

SENIOR SERVICES PROGRAM SPECIALIST 1 (CONT'D)

Examples of Work (cont'd)

Determines compliance with regulations and or acceptability of a program within context of applicable standards. Assists in development of regulations, standards and procedures as appropriate to the area of technical functioning.

Knowledge, Skills and Abilities

Knowledge of or ability to learn rules, regulations, policies, and procedures of the Bureau of Senior Services. Knowledge of or ability to learn federal and state regulations, laws, standards, and statutes governing program or technical area. Ability to collect and compile accurate information. Ability to determine how changes effect area of assignment. Ability to communicate well, both orally and in writing. Ability to analyze complex situations and use sound judgement in decisions related to functional area.

Minimum Qualifications

Training: Graduation from an accredited four-year college or university.

Substitution: Full-time or equivalent part-time paid experience in paraprofessional or responsible clerical work in the area of assignment at a level consistent with the work performed by an Office Assistant 3 and which required application of state and federal laws and/or guidelines, may be substituted for the required training on a year-for-year basis.

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SENIOR SERVICES PROGRAM SPECIALIST 1

AREAS OF ASSIGNMENT

Senior Volunteer Programs

Research

Social Services

Health Promotion

Data Control

Gerontology

Established: 6/19/97

Effective: 7/1/97