

**Position:** Information and Assistance/Benefits Specialist

**Primary Function:**

To assist in providing choices for services and linkages to older adults and their family members through reliable, objective resources, and community outreach. Inform callers and individuals who come to Aging Care Connections of all aging and disability programs and services provided by Aging Care Connections and other community organizations. Acts as the Point of Entry for the full range of older adult resources and services. The I&A /Benefits Specialist is part of the central intake site and oversees the Benefits Specialist volunteers.

**Position Responsibilities:**

1. Respond to phone calls, e-mail and walk-in inquiries about programs and services, resources and benefits for older adults.
2. Provide information and referrals in an objective, consumer driven way based solely on the needs of the older adult. Follow up with the individual to which a referral has been made to determine the outcome of the referral.
3. Provide a brief assessment of need in order to define the caller's presenting problem and appropriately route the caller to information and referral, Adult Protective Services, Care Coordination, access to benefits or a resource outside the Aging Network.
4. Maintains complete and accurate resource data including the ESP system, brochures and agency database. Serve as an internal resource for information to case managers.
5. Complete Intakes with information regarding presenting health, cognitive, emotional and social supports for potential clients needing a comprehensive assessment in their home or in a long term care setting.
6. Input of authorizations on all new Intakes through the CMIS data base.
7. Assess clients' needs utilizing Benefits Check Up or other appropriate screening tool
8. Assess and assist in determining eligibility for benefits and with application process
9. Provide community education on benefits assistance programs
10. Recruit and train benefits volunteers
11. Provide ongoing supervision and support to volunteers
12. Assist in completing required reports to Age Options, IDOA, CEDA and other funders as needed
13. Attend training, meetings and continuing education as required by Age Options and CEDA and other funding sources; maintain required certification
14. To perform any other duties as assigned by the Director of Social Services.

**Qualifications:**

- A. B.A. or B.S. degree in human services or a related field.
- B. Excellent communication and active listening skills.
- C. Basic understanding and sensitivity to the needs of the older adult population.

10/2021