

Position: Information and Assistance 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.

Position Responsibilities:

1. Respond to phone calls, e-mail and walk-in inquiries about programs and services, resources and benefits for older adults/informal caregivers.
2. Provide information and referrals in an objective, consumer driven way based solely on the needs of the older adult/caregivers.
3. Provide Options Counseling, a person-centered, interactive, decision-support process whereby individuals receive assistance to make informed long-term support choices.
4. Follow up with the individual to which a referral/options counseling has been made/conducted to determine the outcome of the referral and need for additional assistance/support.
5. Provide a brief assessment of need to define the caller's presenting problem and appropriately route the caller to information and referral, Adult Protective Services, Care Coordination, Caregiver Services, access to benefits or a resource outside the Aging Network.
6. Complete Intakes with information regarding presenting health, cognitive, emotional and social support for potential clients needing a comprehensive assessment in their home or in a long-term care setting.
7. Maintain complete and accurate data in CMIS (client management information system) and enter authorizations on all new Intakes through the CMIS database.
8. Maintain internal resource database and serve as an internal resource for information to care coordinators.
9. Assist in completing required reports to AgeOptions, IDOA and other funders as needed.
10. Attend training, meetings and continuing education as required by AgeOptions and other funding sources.
11. Become Alliance of Information & Referral Systems (AIRS) certified (Aging and Disability Certificate) 1 year into employment; maintain required certification thereafter.
12. 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. Bilingual - fluent in English and Spanish.
- C. Excellent communication and active listening skills.
- D. Basic understanding and sensitivity to the needs of the older adult population.