

AGING RESOURCE SPECIALIST

DEPARTMENT: Aging Resources

SUPERVISOR: VP of Aging Resources

Approved by: Chief Operating Officer

Date: October, 2018

FLSA: Exempt

POSITION SUMMARY

Provides telephone, electronic and face-to-face consultations in compliance with the department standards. This includes completing assessments, educating callers, making appropriate referrals based on needs presented, identifying other resources for long term planning and providing follow up as needed.

QUALIFICATIONS

Education, Experience, Training:

Bachelor's degree in human services, social work or gerontology, master's level preferred. Will work toward becoming a SHIIP (Seniors' Health Insurance Information Program) counselor as well as a Certified Options Counselor within one year of employment and maintain certifications. Experience in aging services is required.

Knowledge, Skills, Ability:

- Excellent customer service, communication and listening skills
- Organizational and multi-tasking skills
- Ability to handle sensitive information in a confidential manner
- Excellent computer and data entry skills

Physical Requirements:

Sedentary work with some lifting of up to 30 pounds. Repetitive motion, close visual acuity, talking, listening. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

90% Monitors Help Line requests; maintains accurate voicemail log and addresses all contacts (callers, walk-ins & electronic requests) as tracked in department database; assesses callers' needs, screens for programs and public benefits, provides education, referrals, case assistance, and options counseling as needed; documents each caller contact accurately; mails/emails out relevant referral lists and education materials in response to callers' needs and questions; makes follow up calls as needed.

10% Creates and maintains fact sheets and publications on aging topics for callers; researches, collects and organizes information about aging services and providers; maintains databases and files; participates in health fairs, presentations and department meetings; assists in preparing department reports; engages with and provides direction to Senior Services staff and department volunteers as needed; other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and helps to manage the workflow of volunteers and interns.

AUTHORITY/ACCOUNTABILITY

Responsible for providing quality customer service as a hub of ADRC including thorough screenings, appropriate referrals and accurate documentation; must maintain compliance with I&OC standards, program procedures and protocols, including confidentiality and HIPAA guidelines.

PROBLEM SOLVING

Resolves issues of caller needs and appropriate referrals.