AGING RESOURCES SPECIALIST (WADC)  Approved by: Chief Operating Officer
DEPARTMENT: Aging Resources  Date: February 2020
SUPERVISOR: VP of Aging Resources  FLSA: Exempt

POSITION SUMMARY
Provides telephone, email, and face-to-face consultation for seniors, their caregivers and professionals 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. This position helps seniors successfully navigate, access, and connect with the programs and services of Senior Services as well as community resources.

QUALIFICATIONS
Education, Experience, Training:
Bachelor’s degree in human services, social work or gerontology, Master’s level preferred. Will work toward becoming a SHIIP (Sr. Health Insurance Information Program) counselor within the first year and Options counselor within the second year of hire date. 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
75% Handles Help Line requests, emails and face-to-face consultations for callers, family caregivers and/or participants as needed. Maintains accurate voicemail log and appropriately documents each interaction in the department database; assesses participant needs and provides education, referrals, case assistance and options counseling as needed; makes follow-up calls and mails out packets of information in response to needs and questions. Work with participants and family caregivers attending the Williams Adult Day Center and its support groups to facilitate connections to community and other resources as requested.

15% Support the development of a cross-program, streamlined system of access to Senior Services programs. Assist seniors and their families to navigate the Senior Services service system and successfully connect with agency and community programs and services 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 agency meetings; assists in preparing department reports; other duties as assigned.

SUPERVISORY RESPONSIBILITIES
Responsible for own work only.

AUTHORITY/ACCOUNTABILITY
Responsible for providing quality customer service including thorough screenings, appropriate referrals and accurate documentation; must maintain compliance with I&OC standards, following program procedures and protocols, including confidentiality and HIPAA guidelines.

PROBLEM SOLVING
Resolves issues of participant needs and appropriate referrals.