



JOB DESCRIPTION

Community Support Specialist (CSS)

This position is established to provide administrative, clerical, documentation, and coordination support to clinical program staff at the Area Office on Aging of Northwestern Ohio, Inc.

Pay Range:

Classification: Full-Time, Hourly; Non-Exempt

Department/Sub-Department: varied

Community Support Specialist (REPORTS TO): Program Supervisor

Community Support Specialist SCHEDULE

Four (4)-Day work week, Monday-Thursday **OR** Tuesday-Friday

Community Support Specialist LOCATION

varied (Some Travel as Required)

Community Support Specialist RESPONSIBILITIES

- Performs general administrative and clerical duties, including typing correspondence, filing, organizing records, charts, reports, and program documents.
- Manages general telephone inquiries and messages and forwards calls to appropriate staff; assists with telephone contacts with program participants, providers, community organizations, and internal staff.
- Assists with scheduling, coordination, and follow-up related to participant services under the direction of the clinical program staff and/or supervisor.
- Enters data into agency and program computer systems; maintains and updates electronic records, reports, and tracking tools.
- Compiles, sorts, organizes, retrieves, and maintains case records and filing systems; reduces active record files as needed.
- Retrieves records and information from hospitals, home health agencies, primary care providers, and other entities as requested.
- Handles routine and non-routine mailings; faxes, scans, and distributes reports and correspondence as requested.
- Monitors' forms, supplies, and office equipment and reports needs to the appropriate staff.
- Maintains confidentiality in accordance with AOOA policies, HIPAA requirements, and program guidelines.
- Completes organizational and departmental activities under supervisory direction.
- Performs other related duties as assigned.



Community Support Specialist QUALIFICATIONS

Associate Degree in Social Services, Business, Medical Assistance, or a related field preferred. Two (2) years of experience in a human service, healthcare, medical office, or social service setting preferred. Excellent computer and data entry skills required. Strong written and verbal communication skills required, including customer service. Position requires the ability to interact professionally with staff, providers, community partners, and the public. Ability to lift, carry, push, or pull items weighing up to 10 pounds as required for the performance of essential job duties. Reliable transportation required.

Community Support Specialist REQUIREMENTS

- Ability to carry out detailed written and oral instructions.
- Strong written and verbal communication skills.
- Ability to exercise independent judgment and discretion.
- Strong organizational and time management skills.
- Ability to complete all necessary program-related documentation accurately and promptly.
- Ability to work independently and as part of a team.

Community Support Specialist PHYSICAL DEMANDS/ WORK ENVIRONMENT

This position is office-based to support secure handling of confidential information, consistent phone coverage, collaboration with clinical staff, and efficient program operations. Regular, predictable on-site attendance during scheduled work hours is an essential function of this position. Occasional local travel may be required.

Community Support Specialist BENEFITS

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Company-Sponsored Life Insurance
- 403B with company match
- Paid Time Off and Personal Time Off
- Continuing education and certification assistance
- Long- and Short-Term Disability
- Employee Referral Bonus

Conditions of Employment:

Employment in this position is contingent upon the availability of funding, successful completion of a criminal background check, Motor Vehicle Record (MVR) check, and demonstrated competency and proficiency with equipment and software normally used in the performance of assigned duties. Must provide own transportation (proof of insurance and valid driver's license must be provided upon employment and thereafter, if applicable). Some overnight business travel may be requested.