

# **Job Description**

**TITLE:** Information and Referral Specialist

**STATUS:** Part-time: Non-exempt; salary will be based upon experience and qualifications

**FUNCTION:** Connects older adults, younger persons with disabilities, and their family caregivers with the information, resources, and services that they need.

## **ESSENTIAL FUNCTIONS:**

1. Collects demographic information to enter into the ODA-approved documentation systems.
2. Creates a remarkable experience for those who call, fax, e-mail, use the live chat website function, or walk into the Area Office on Aging seeking help in living long and independent lives.
3. Knowledgeable about community resources, waiver eligibility criteria, and agency programs to provide accurate information and schedule assessments appropriately.
4. Make appropriate referrals to Community Partners and programs within AOOA.
5. Print/mail information to Individuals and Caregivers based on individual requests
6. Demonstrates regular and predictable attendance
7. Utilize provided equipment, including dual monitors, to use multiple databases simultaneously.

## **OTHER DUTIES AND RESPONSIBILITIES:**

1. Other duties as assigned by ADRN Supervisor, AVP of Front Door or VP of LTC
2. Conducts outreach activities to increase awareness of Area Office on Aging services amongst targeted populations at community events, including health fairs.

## **AUTHORITY AND RELATIONSHIPS:**

This position has no supervisory authority. This position reports directly to the Aging Disability and Resource Network Supervisor.

## **POSITION SKILLS/QUALIFICATIONS:**

Minimum of 3 years' experience within an information and referral, customer service environment, or similar setting with appropriate computer skills. Knowledge/experience of the aging network

preferred. Prefer BS or BA in social work, psychology, or mental health. Bilingual (Spanish/English) fluency is highly desirable.

#### SPECIAL REQUIREMENTS AND CONDITIONS

This position shall be terminated if funding is not available for the Housing Specialist. This position requires a driver's license, a criminal background check, and a drug screen. Workdays/hours are determined by the Supervisor/VP/CEO.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of this position. This description shall not be construed as declaring the specific tasks and responsibilities. It is not intended to limit, or in any way modify, the rights of any supervisor to assign, direct, and control the work of employees under supervision. The use of this particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.*