

**Posting dates: 1/5/18 through 1/19/18**

## OPEN POSITION

### AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA

<b>POSITION TITLE:</b> INFORMATION AND REFERRAL SPECIALIST		<b>DEPARTMENT: CLIENT SERVICES</b>	
<b>STATUS:</b> FT	<b>FLSA STATUS:</b> NON-EXEMPT	<b>SUPERVISE OTHERS: N</b>	<b>SUPERVISOR:</b> CLIENT SERVICE SUPERVISOR

In support of the Elder Helpline Program, this professional position requires the incumbent to take independent action, exercise discretion and take the initiative by providing callers with accurate, timely, multi-sourced researched information and referrals concerning aging-related programs, services and activities. Ability to communicate well, orally and in writing and to research topics related to services for older adults (funding, program design, etc.), analyze data and provide written and/or oral reports as required.

Applicant must have the ability to work under stressful situations and have a pleasant and clearly understandable telephone voice.

Position requires one of the following:

- a Bachelor's Degree from an accredited college or university in a human services related field; or
- an Associate of Arts Degree from an accredited entity in a human-service related field and a minimum of two years' experience as a Caseworker, Case Manager, Intake Specialist or related work experience with the long-term care client population; or
- a high school diploma or GED and four years' experience as a Caseworker, Case Manager, Intake Specialist, or related work experience with the long-term care client population.

Applicant will be expected to obtain AIRS Certification as an Information and Referral Specialist in Aging (CIRS-A) within three years of employment.

Competitive benefits package provided. Applicant must pass drug testing and Level II background screening. Position available immediately. EOE / DFWP

Email resume with cover letter to: [jobs@aaaswfl.org](mailto:jobs@aaaswfl.org) by 5:00 PM on **Friday, January 19, 2018**. Only candidates who meet the minimum requirements of the position will be contacted. Cover letter must include salary requirements in order to be considered.