

AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA
JOB DESCRIPTIONS

POSITION TITLE: INFORMATION AND REFERRAL SPECIALIST		DEPARTMENT:	
SALARY RANGE: \$12-14/HOUR		PAY GRADE LEVEL:	
STATUS: FULL-TIME	FLSA STATUS:	SUPERVISE OTHERS: No	CREATED: JUNE 2019
SUPERVISOR:		EFFECTIVE:	UPDATED:

General Description

This is a position on the staff of the Area Agency on Aging. The position of Information and Referral Specialist is vital to the Agency's mission. 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.

Responsibilities

- ▶ Responds to caller inquiries related to information and referral concerning aging-related programs, services and activities in PSA 8.
- ▶ Collects and maintains accurate records of caller requests using the data resource database.
- ▶ Refers individuals in need of assistance with Medicaid screening and enrollment to the LTC Specialists.
- ▶ Assists other I&R Specialists in identifying and obtaining needed resources for callers when needed.
- ▶ Assists in the coordination and implementation of special projects, workshops and conferences as assigned to enhance community relations and program development.
- ▶ Assists in the maintenance of the REFER Database.
- ▶ If assigned by I&R Coordinator or I&R and Quality Assurance Manager, acts as back up coordinator of the EHEAP/ SHINE/ Health & Wellness referrals.
- ▶ If assigned by I&R and Quality Assurance Manager, acts as a backup coordinator to the Department of Elder Affairs, legislative and general public referrals.
- ▶ Assists in the implementation of the Agency's Outreach and Targeting Plans.
- ▶ Provides potential resources to the I&R Manager for the data resource database.
- ▶ Performs related tasks as assigned by supervisory staff and Senior Management.

**INFORMATION AND REFERRAL SPECIALIST
(CONTINUED)**

Minimum Training and Experience

- ▶ Have a Bachelor's Degree from an accredited college or university in a human services related field; or
- ▶ Have 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
- ▶ Have 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.
- ▶ Will obtain an AIRS Certification as an Information and Referral Specialist in Aging (CIRS-A) within three years of employment.
- ▶ Successful completion of Level II background screening required.
- ▶ Any exceptions to the minimum requirements must be approved by the President and CEO.

Required Skills and Knowledge

- ▶ Ability to communicate well, orally and in writing.
- ▶ Ability to research topics related to services for older adults (funding, program design, etc.), analyze data and provide written and/or oral reports as required.
- ▶ Ability to establish and maintain effective working relationships with others.
- ▶ Basic skill level and knowledge of MW Office Suite including MSWord, Excel, PowerPoint and database creation and maintenance either in Excel or Access.

Physical Requirements

- ▶ Ability to work under stressful situations
- ▶ Pleasant and clearly understandable telephone voice
- ▶ Ability to lift and carry at least 10 pounds
- ▶ Ability to operate computer and other office equipment
- ▶ Ability to sit at a desk for more than one hour at a time
- ▶ Ability to bend and stoop in order to file and shelve

