**Area Agency on Aging for Southwest Florida**

**Job Descriptions**

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| **Position Title:** Information and Referral Specialist | | | **Department: Client Services** | |
| **Salary range:** | | | | **Pay Grade Level: NE2** |
| **Status:  full-time** | **FLSA Status:  non-exempt** | **Supervise Others: NO** | | **Created: October 2020 Update: 11/16/20, 10/1/2021** |
| **Supervisor:  Director of Client Services** | | **ceo approval/date: 10/1/2021 Norma i. Adorno, ceo** | | |

**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.

This position requires a high degree of independent action and initiative. This position requires *in-office work*; regular physical presence and attendance at the worksite is required.This position requires compliance and adherence with the Area Agency on Aging for Southwest Florida COVID-19 Pandemic Workplace Acknowledgement Form.

**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 REFER 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 the I&R Lead, assists as a back for EHEAP/ SHINE/ Health & Wellness referrals.
* If assigned by the I&R Lead, assists as a backup with general legislative and general public referrals pertaining to the Department of Elder Affairs.
* Provides feedback and assists in the implementation of the Agency’s Outreach and Targeting Plans.
* Provides potential resources to the I&R Supervisor for the data resource database.
* Performs related tasks as assigned by supervisory staff and Senior Management.

**Information and Referral Specialist**

**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 filed 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 two-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 MS Office Suite including MSWord, Excel, PowerPoint and database creation and maintenance either in Excel or Access.

**Physical Requirements:**

* Ability to work and cope 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 two hours at a time
* Ability to bend and stoop in order to file and shelve

**Work Environment:**

The work environment characteristics are representative of those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Employee Acknowledgement:**

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description. I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
Employee Print: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.