



## **Job Description**

Position Title: Information Specialist

Non-exempt

Reports to: Local Program Coordinator

Supervisory Responsibilities: None

### **SUMMARY:**

Information Specialist provides information and assistance/referral to the senior population and individuals with disabilities and their caregivers. Screens and authorizes services for seniors and assists persons to access and arrange needed in-home and community services.

### **ESSENTIAL FUNCTIONS:**

- Provides information by phone, email, mail, or in person, in the office or through outreach activities to older persons, adults with disabilities, and their family caregivers regarding evaluation of and solutions to problems, service needs, and resources available in the community.
- Utilizes computerized database to provide information, assistance, and referral services and to document application, eligibility and authorization.
- Screens applicants for appropriate type of service and eligibility information and makes referrals as necessary.
- Maintains and updates information in computer databases and agency files; produces specialized data reports.
- Provides outreach to seniors 60 years of age and older and disabled adults, including low-income isolated, minority and limited-English speaking persons.
- Gives community education presentations and staffs information fairs.

### **Knowledge, Skills, and Abilities:**

- Ability to research and propose solutions to a variety of problems presented by clients.
- Ability to travel to client's homes, community events and agencies in the service area which might not be ADA accessible.
- Ability to maintain paper and electronic records and files of clients and services provided and to report those accordingly.
- Ability to interview clients and others in person and over the telephone to elicit information and impact client information.
- Knowledge of community resources for the elderly, disabled adults, and caregivers.
- Work effectively with colleagues and other customers by practicing punctuality, respect for deadlines, collaborative problem solving and honest communication.
- Ability to work effectively as a team member with a wide range of diverse staff and community members and to establish and maintain effective working relationships.
- Ability to work independently in the field.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.

- Display empathy and positive regard for other in written, verbal and non-verbal communications.
- Ability to function in a multi-lingual, multi-cultural environment, including providing service with use of interpreters.
- Computer and software skills including Word, Excel and database systems; ability to operate general office equipment; work at a desk using phone and computer for a full day's work schedule.
- Bilingual English/Spanish preferred.

**Minimum Qualifications:**

- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.
- Successful completion of bi-annual criminal background checks.
- Bachelor's Degree in relevant field (social services, human services, psychology)  
OR
- High School Diploma or GED and three years social service experience, preferably working with elderly or disabled. College or Technical Training may be substituted for up to two years work experience.

**Working Conditions and Physical Effort:**

- When attending community presentations, performing visits in varied residential environments, and fairs, the employee travels by automobile and is exposed to changing weather conditions.
- Work is normally performed in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, stoop, use hand to finger, handle or feel objects, tools, or controls grasping, and reach with hands or arms.
- The employee occasionally lifts or moves up to 25 pounds and/or a negligible amount of force frequently or constantly to lift, carry push, pull or otherwise move objects.
- Specific vision abilities required by this job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing on keyboard and viewing computer screen.
- Duties are performed in an office setting and include home visits to clients and their families where conditions of the home environment may not be always be ideal or predicted.
- Some homes are potentially hazardous, to include unrestrained animals, inadequate housing situations, clients or family members with hostile behaviors.
- Driving conditions may be in rural settings and case managers may have home visits scheduled during inclement weather.
- Requires being to work in a timely fashion, able to respond to public with good customer service skills, ability to exercise good judgment as it relates to client care, following rules and regulations.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Revised Date: February 8, 2016**

*The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.*

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