



Job Description

Position Title: Aging and Disability Resource Specialist

FLSA: Non-exempt

Salary Range: 18

(\$52,776 - \$72,756 annually on a 14-step scale, candidates typically start at first step)

Reports to: ADRC Supervisor

Supervisory Responsibilities: None

SUMMARY:

Provides accurate and relevant information and education on supports and resources available to older adults, adults with disabilities and family caregivers, and assistance to access them. Connects individuals and families to community resources which maximize their independence and quality of life at home and in the community. Conducts program and service eligibility screening of older adults, adults with disabilities and family caregivers.

ESSENTIAL FUNCTIONS:

- Provides information by phone, email, mail, and in-person to the general public, healthcare providers and community-based organizations on programs and resources for older adults, adults with disabilities and family caregivers.
 - Conducts eligibility screening for multiple programs; make and follow up on referrals as needed.
 - Provides person-centered options counseling resulting in successful linkage to desired services and supports.
 - Assists individuals to complete various applications for services and/or benefits (i.e. Medicaid Long-Term Care, Supplemental Nutrition Assistance Program, Medicare Part D)
 - Promotes diversity, equity, inclusion and access to programs to those with the greatest economic and social need, minorities, those who care for or who have dementia, persons at risk of institutionalization, those who have non-dominant-culture relationships or family dynamics, and those who care for or who are 60 years of age or older or living with a disability.
 - Utilizes computerized databases to provide information, assistance, and referral services and to document application, eligibility and authorization.
 - information in computer databases and agency files; produces specialized data reports.
 - Confers with community partners to assure coordination of care for clients.
 - Provides in-service educational presentations to community partners; sometimes outside normal work hours.
 - Conducts outreach to promote agency programs and services. Outreach activities include but are not limited to hosting resource tables at community events and presenting to small audiences.
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- **Knowledge, Skills, and Abilities:**
 - Ability to simultaneously talk on the phone and type.

- Ability to research and propose solutions to a variety of problems presented by clients.
- Ability to document services, review and write on paper forms.
- Ability to interview clients and others in person and over the telephone to elicit information and obtain client information.
- Ability to de-escalate and provide support to callers in crisis.
- Knowledge of community resources for older adults, adults with disabilities and caregivers.
- 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 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 communicate effectively with clients using translator or relay services.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- 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 up to eight hours a day.
- Ability to travel to community events and agencies in Southwest Washington which might not be ADA accessible.

Minimum Qualifications:

- Master's degree in behavioral or health sciences and one year of paid on-the-job social service experience (preferred); OR
- B.A. in relevant field (social science) and two years of experience providing direct human services; OR
- Two years of relevant college level courses and four years of experience providing direct human services.
- Experience providing services to older adults, adults with disabilities and family caregivers is preferred.
- AIRS credentialing is expected within the first two years of employment.

Working Conditions and Physical Effort:

- When attending community presentations 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, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Effective 2/2/23

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.