



ELDERBRIDGE AGENCY ON AGING JOB DESCRIPTION

TITLE: Service Specialist – I & A

OFFICE ASSIGNMENT: Mason City TERRITORY ASSIGNMENT: 29 Counties

SUPERVISOR: Sandra Jackson SALARY: Non-Exempt

The Service Specialist will attend all staff meeting and trainings as required.

The following are reoccurring tasks construed as exclusive or inclusive. Other duties may be required and assigned but are in line with the job classification and qualifications. These responsibilities must be performed with or without accommodations.

RESPONSIBILITIES AND DUTIES:

IR&A – As part of the LifeLong Links Team, this position will provide information, referral, and assistance regarding community services available for older adults and adults with disabilities and their caregivers and outstanding customer service.

- Screen, triage calls, and visitors from the general public regarding services available for older adults and disabled persons and their families and caregivers.
- Respond effectively to each inquiry, utilizing active listening skills, problem identification, assessment, and problem-solving techniques in a polite and professional manner.
- As necessary, make referrals to LifeLong Links Options Counselors, Elder Rights Specialists, or Case Managers.
- Provide individuals with printed materials for requested information as needed.
- Utilize TTY or other telecommunication devices to eliminate barriers based on language or hearing impairment.
- Enter all client interactions in the Harmony Database on a daily basis and maintain all client documentation.
- Update community resource and referral database of services available to seniors in the counties served by Elderbridge.
- Make presentations to consumers, service-providers, and other community groups.
- AIRS certification requirement.

Additional duties and responsibilities could include any of the following.

- Case Management – Accepts client referrals from and carries out Case Management responsibilities under the direction of the Case Management Coordinator.
- Family Caregiver – Responsible for providing family caregivers information on the full range of long-term care options, access to long-term supports, benefits, services, and emotional support.
- Options Counseling - As part of the LifeLong Links Team, this position will provide individuals between 18 - 59 with a disability and/or 60+ Options Counseling and access to services and goods.
- Public Relations – Provide support for printed materials, presentations, design and contents. Conduct presentations and provide community outreach.
- ADRC – As part of the LifeLong Links Team, this position will provide individuals between 18 - 59 with a disability Options Counseling and access to services and goods.
- Office Support – Provide general office support for Spencer office.

REQUIRED QUALIFICATIONS:

- Bachelor’s degree and one year of experience working in the areas of aging, disabilities, community health or hospital discharge planning;
- License to practice as a registered nurse; OR
- License to practice as a licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health or hospital discharge planning; OR
- Associate’s degree and two years of experience working in the areas of aging, disabilities, community health or hospital discharge planning;
- Must become trained and/or certified as an Alliance of Information and Referral Specialists (AIRS) in accordance with Code of Iowa 17(14.9) within 6 months of employment.
- Adult/Child Mandatory Reporter within 6 months of employment.
- Must successfully complete the Person-Centered Counseling curriculum provided by Elsevier within 30 days of employment as an options counselor; OR if already CADER certified must complete the Person-Centered Thinking course provided by Elsevier

PHYSICAL DEMANDS:

The person occupying this position must be able to perform all responsibilities and tasks outlined above, which may include:

1. Lifting items weighing up to 30 pounds along with bending and twisting simultaneously, including lifting program materials and supplies onto/off of cart and laptop and other media equipment;
2. Standing for extended periods of time – up to one hour;
3. Sitting for extended periods of time.

Employee in this position must have reliable transportation to and from work.

While performing the duties of this position, the employee is occasionally required to walk, sit, use hands or fingers, feel objects, tools, or controls, reach with hands and arms, talk and hear.

Reasonable accommodations may be made to enable individuals with disabilities to perform the duties that are not essential for satisfactory performance of the position.

WORK ENVIRONMENT:

Noise level in the work environment is moderate.

Elderbridge and its employees strive to provide a respectful work environment where all individuals are treated with respect and dignity and are inspired to use their creativity to meet consumer needs. All relationships among persons in the workplace are to be business-like and free of bias, prejudice and harassment.

I have read and understand this explanation and job description.

Signature: _____ Date: _____