

## Information and Assistance Specialist- Social Worker

### Job Description

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<b>Reports To:</b> Director of Eligibility and Outreach	<b>FLSA Status:</b> Exempt
<b>Salary Grade:</b> TBD	<b>Supervisory Responsibility:</b> No
<b>Department:</b> Information and Assistance	<b>Location:</b> Flint, MI
<b>Prepared By:</b> Expert Human Resources, LLC	<b>Prepared Date:</b> March 16, 2016
<b>Approved By:</b> TBD	<b>Approved Date:</b> TBD

### Success Goal

To be an integral component in the maintenance of a comprehensive information and assistance database that ensures seniors, caregivers, and professionals have the resources they need to meet participant needs.

### Primary Function

Under direction of the Director of Eligibility and Outreach, the Information and Assistance (I&A) Specialist position provides the “front door” to VAAA services and programs, also known as the Aging and Disability Resource Center. The I&A Specialist position is responsible for assisting and advising seniors, people with disabilities, callers, visitors, etc. with information regarding obtaining appropriate programs and services.

### Performance Responsibilities – Essential Functions (Other duties may be assigned)

1. Responsible for taking incoming calls regarding information and assistance. This may include medical needs assessment, in-home assistance, internal and external referrals, etc., as required.
2. Advises and informs callers/participants of programs and services, as well as qualifications for programs and services. Refers callers/clients to appropriate VAAA departments, community organizations, vendors, or others as appropriate/required.
3. Responsible for the coordination of follow-up support within the ADRC guidelines for Genesee, Lapeer, and Shiawassee (GLC) counties.
4. Interviews participants and performs person centered comprehensive needs assessments, including mental, physical, functional, cultural, financial, environmental, and life goals to determine appropriate needs and referrals.
5. Return calls in a timely manner including messages on direct lines and department lines. Conducts follow-up calls as required/delegated within agency time standards.
6. Compiles reports as directed by the Director of Eligibility and Outreach which may include: waiting list statistics, call volume, and other data collection, as requested.
7. Maintains a comprehensive information and referral database. Responsible for data input into Service Point, Compass and other databases, as required.
8. Provides clinical eligibility counseling and financial prescreening for State and Federal programs.
9. Attends team meetings with appropriate staff from community organizations, as necessary. These meetings include but are not limited to ADRC of GLC meetings
10. Assists and provides periodic public education sessions, and outreach events as assigned by the Director of Eligibility and Outreach.
11. Engages in inter-professional and inter-agency collaboration, as well as education regarding long term support counseling services.

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12. Participates in continuing education and peer counseling workshops and activities.
13. Assists with I&A projects and other needs as delegated by Director of Eligibility and Outreach.
14. Attends trainings, as required, to assist client in meeting their needs including but not limited to: MI-AIRS, MMAP, MICAFE, and Project Fresh
15. Promotes and builds good working relationships with staff at VAAA. Embraces the mission statement. Works efficiently as a team member, and assists team members as needed/required.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Qualifications

- Bachelor’s Degree in Social Work from accredited college or university
- Three (3) years of related experience
- Have reliable transportation to get to and from work, events, outings, and participant homes.
- Valid ID or driver’s license

## Competencies

To perform the job successfully, an individual should demonstrate and/or possess the following competencies:

Knowledge of community resources	Sensitive and nonjudgemental attitude
Knowledge of Medicare and Medicaid	Flexibility
Ability to work in a constantly changing environment	Strong organizational skills
Extensive problem solving skills	Strong interpersonal skills
Personal effectiveness, credibility, and ethical conduct	Superior customer service skills
Ability to speak and write clearly and concisely	Teamwork and professionalism
Ability to work with a diverse group of people	Ability to multitask
Ability to exercise good judgement in evaluating situations	Ability to remain calm and supportive at all times

## Language Skills

Ability to read regular instructions, correspondence, and memos. Ability to appropriately respond to common inquiries or complaints from participants, regulatory agencies, and/or members of the community. Ability to effectively present information in one-on-one and small group situations to the CEO, Director of Eligibility and Outreach, community members, visitors, and other employees of the organization.

## Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## Reasoning Ability

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Ability to use critical thinking to independently carry out detailed write and oral instructions. Ability to problem solve, define problems, collect data, establish facts, and draw valid conclusions based on provided information.

## Computer Skills

To perform this job successfully, an individual should be proficient with Microsoft Office Suite products, emails, group messaging, data collection, and database programs.

## Certificates and Licenses

- MMAP Certified
- AIRS Certification (Mandatory)

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, stand, talk, hear, and/or use repetitive motions. The employee is occasionally required to stoop, climb, balance, pull, push, and reach. Specific vision abilities required by this job include close vision, distance vision, and depth perception. The employee must occasionally lift and/or move up to 30 pounds.

## Work Environment

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

The noise level in the work environment is usually moderate to loud.

## VAAA Equal Opportunity Employer Statement

Valley Area Agency on Aging (VAAA) is an equal opportunity employer. VAAA prohibits discrimination and harassment of any type and affords equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, pregnancy, disability, genetic information, or any other protected class.

## Disclaimer - Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

## Signatures

VAAA Director/Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

(Employee signature above constitutes employee's understanding of requirements, essential functions, and duties of this position)