

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: Area Agency on Aging Community Resource Specialist

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: Community Resource Manager

ISSUE DATE: 05/17

GENERAL POSITION SUMMARY:

Under the supervision of the Community Resource Manager, the Community Resource Specialist is responsible for the provision of Information & Assistance to vulnerable and older adults, family, friends, service providers and organizations and their caregivers, as well as providing Ombudsman Program support.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

- Directly provide information and assistance to consumers, family caregivers, people living with disability and the general public.
- Complete ICAT assessments for direct in-home services;
- On as needed basis must be able to conduct Ombudsman investigations and complete work within the Ombuds Manager system;
- Register, refer, and maintain new and existing consumers and consumer care plans into GetCare database to ensure compliance with registration guidelines;
- Create opportunity and participate in distribution of Aging/CAP resources;
- Develop and deliver public presentations on Aging Services;
- Maintain care, distribution and inventory of equipment that is donated or purchased for the Loan Closet.
- Other duties as assigned.

SECONDARY FUNCTIONS:

- Must be able to read, understand and implement professional materials.
- Follow Reporting Requirements of Idaho Commission on Aging;
- Maintain knowledge of Medicare/Medicaid, Medicare Part D, Benefit and Entitlement Programs;

JOB SCOPE:

- This position enhances the quality of life, dignity and independence of vulnerable, aging and disabled adults in North-Central Idaho.

SUPERVISORY RESPONSIBILITIES:

- None

INTERPERSONAL CONTACTS:

- Community Resource Specialist is responsible for disseminating program information to community members, colleagues, consumers and their families in a supportive unbiased manner.
- Responsible for maintaining a professional attitude and communicating issues, questions or

concerns regarding the organization or the employees.

- Must be able to work in a team-oriented environment.
- Able to resolve conflicts when they arise.

SPECIFIC JOB SKILLS:

- Work effectively with clients from an array of cultural, ethnic, and socio-economic backgrounds on a regular basis;
- Must be able to use a database system and be willing and able to learn computer skills necessary in completing program operations;
- Be able to effectively communicate with consumers, colleagues and community members and utilizing the appropriate forums;
- Must follow Community Action Partnership / Area Agency on Aging/Idaho Commission on Aging employee policies, procedures and practices;
- Must understand and follow laws regarding confidentiality;
- Must be able to quickly grasp practical solutions to complex problems and/or instructions and must be able to communicate those solutions or complex information verbally and in writing.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Social Work or a Human Services field. Two years of experience working with vulnerable adults and frail elders. Experience working with community resources and understanding of federal benefit entitlement programs preferred. Must be able to pass a criminal background check. Must be AIRS certified within 90 days of hire. Must possess a valid driver's license and vehicle certificate of insurance.

Additional Requirements

Math Requirement

- Must be able to interpret basic statistical information and apply math skills to XML spreadsheets.
- Must be able to calculate and adjust monetary entries for report and billing purposes.

Language Requirement:

- Must be able to read, write and speak English

Reasoning

- Able to work independently in a timely and efficient manner

