

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: Area Agency on Aging Community Resource Specialist

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: AAA Contract and Compliance Manager

ISSUE DATE: 11/19

GENERAL POSITION SUMMARY:

Under the supervision of the Contract and Compliance Manager, the Community Resource Specialist is responsible for the provision of Information & Assistance to vulnerable and older adults, their caregivers, family, friends, service providers and organizations. This position also provides support to the Adult Protection Program as needed.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

- Directly provide information and assistance to consumers, family caregivers, people living with disability and the general public;
- Simultaneously speak on phone while conducting assessments, writing notes, and entering other information into GetCare database;
- Register, refer, and maintain new and existing consumers in GetCare database;
- Complete assessments and reassessments for direct in-home services using GetCare database to ensure compliance with agency guidelines;
- Complete assessments for Adult Protection reports;
- On as needed basis, conduct Adult Protection investigations and complete work within the Adult Protection section of the GetCare system;
- Create opportunity and participate in distribution of Aging/CAP resources;
- Develop and deliver public presentations on Aging Services;
- Other duties as assigned.

SECONDARY FUNCTIONS:

- 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 Program.

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;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Effectively use a database system and be willing and able to learn computer skills necessary in completing program operations;
- Ability to prioritize workload and efficiently manage work schedule;
- Ability to effectively communicate with consumers, colleagues and community members and utilize the appropriate forums;
- Ability to follow Community Action Partnership /Area Agency on Aging/Idaho Commission on Aging employee policies, procedures and practices;
- Understand and follow laws regarding confidentiality;
- Ability to quickly grasp practical solutions to complex problems and/or instructions and communicate those solutions or complex information verbally and in writing;
- Detail oriented and possess an understanding of how essential accurate data collection affects a positive outcome for the consumer, the provider, and the agency.

MINIMUM QUALIFICATIONS:

Bachelor's degree in related field preferred, combination of education, training and directly relevant experience may be considered. Two years of experience working with vulnerable adults and frail elders. Experience working with database systems. 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.
- Must be able to demonstrate proper spelling and grammar.

Reasoning

- Able to work independently in a timely and efficient manner.
- Demonstrate deductive reasoning skill and be able to determine the next step in the process without the need for direct instruction.

Requirements by Percentage of the Workday

Physical Requirements	0-10%	10-25%	25-50%	50-75%	75-100%
Lifting		X			
Standing	X				
Walking	X				
Running	X				
Bending/Crouching	X				
Kneeling/Crawling	X				

Environmental Exposure	0-10%	10-25%	25-50%	50-75%	75-100%
Hot	X				
Humid	X				
Cold	X				
Wet/Damp	X				
Machinery*	X				
Risk of burns/chemical exposure	X				
Outside elements (sun, rain, etc)	X				
Loud (above normal class level)	X				

Lifting weight

	0-10%	10-25%	25-50%	50-75%	75-100%
Less than 10#		X			
10-25#	X				
25-50#	X				
50-75#	X				
75+#	X				

*Machinery: Working on machinery, running machinery, exposure to vibration, spinning shafts, blades, belts, boilers, blowers etc.

This job description is not a contract for employment. The employer shall, at its discretion, modify or adjust the position and its duties to meet the agency’s needs. The employee is expected to do other duties as assigned, which obviously fall within the scope of this job. The Community Action Partnership is an “At Will” employer. In accordance with Federal law, CAP does not discriminate on the basis of race, color, national origin, sex, age, disability, or sexual orientation.

I have read and understand the duties and expectations of this position and commit to carrying them out to the best of my ability for as long as I hold this position with Community Action Partnership.

 Employee’s signature DATE

I have gone over this job description with this employee

 Supervisor’s Signature DATE