



Areawide Aging Agency

Job Title: Information and Assistance Specialist
Department: Information and Assistance
Reports to: Director of Communication
FLSA Status: Nonexempt
Approval: Blair Schoeb
DATE: July 15, 2020

Please email resumes to awallace@areawideaging.org

Areawide Aging Agency employee performance expectations: In the performance of their respective tasks and duties, all team members are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Have computer skills, maintain the technical proficiency necessary to complete their duties and have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, and the people we serve.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.

Position Purpose: Under the supervision of the Director of Communication, the I&A Specialist provides information and assistance services for older persons in Canadian, Cleveland, Logan and Oklahoma counties.

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Maintains regular attendance at work and is consistently on time; office hours are 8:30 – 5:00, unless other arrangements have been approved by the CEO.
- Maintains and participates as a team member of the Areawide Aging Agency.
- Contributes to the positive reputation of the organization, exhibiting professional behavior at all times in the presence of clients, visitors, and representatives of other agencies.
- Provides exceptional customer service, in all interactions in person or by telephone, being helpful and professional and offering additional information as appropriate that may be of help to the customer.

Examples of duties:

- Obtains data, answers the telephone, and responds to requests for information.

- Screens clients' needs and makes appropriate service referrals using OKDHS Assigned forms and/or computer programs, as appropriate.
- Collects, maintains, and updates resource materials and files.
- Maintains contact with public, including resource agencies and aging programs.
- Develops handouts and/or brochures.
- Compiles and submits reports.
- Provides literature to community groups and aging programs.
- Coordinates with news media to publicize the I & R service.
- Provides informational presentations to groups.
- Works with volunteers.
- Informs Area Agency on Aging (AAA) staff regarding gaps in services.
- Performs other duties and assumes other responsibilities as directed.

Knowledge and skills: Knowledge of needs of older persons and the aging network is preferred. Skills in: communication and interpersonal relationships; establishing and maintaining effective working relationships with private, civic, and church groups; and organizing and presenting facts in a clear and concise manner.

Education and experience: Bachelor's degree preferred. High school diploma or General Educational Development (GED) and one year experience in a related field required. Additional education may be substituted for the one year of experience.

Special requirements: Must: be intake/screener certified in the use of OKDHS Forms 02AG002E (AG-2-A, Part 1), and 02AG003E (AG-2-A, Part 2); Older Americans Act Assessment, maintain client confidentiality; and be willing and able to perform job-related travel.

Certifications: Certification for Community Resource Specialist - Aging/Disabilities from the Alliance of Information and Referral Systems (AIRS). New employees hired in to this position will have one year from the start of employment to earn this credential.

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.

Language Skills: ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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 regularly required to walk, sit, use hand to finger, handle or reach with hands and arms, to talk or hear. The employee is frequently required to stand. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift and or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Noise: The noise level in the work environment is generally moderate.

Safety: The employee shall be knowledgeable about and follow Areawide Aging Agency's safety policies and procedures. Employees should immediately report (i.e., during current shift) any accidents, unusual occurrences, or any other safety-related issues to the immediate supervisor.

Dress Code: This position will require direct interactions with the public and will be required to adhere to professional attire. Male employees are required to wear slacks that are neat and clean in appearance, and either short-sleeve or long sleeve shirts with collars, or polo shirts with collars. Female employees are required to wear slacks, skirts or dresses, tops, and sweaters that are nice, and clean. Fridays are considered casual days but all apparel must be nice, clean, and professional in appearance. Shorts, t-shirts, halter tops, tube tops, shirts with inappropriate slogans, flip-flop sandals, tattered, dirty, un-kempt clothing will not be considered as appropriate for this position. Jeans are allowed on Fridays for those employees who do not have appointments; jeans must be clean, pressed, and free of tears or holes.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Areawide Aging Agency and the employee, and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Areawide Aging Agency is an Equal Opportunity Employer.

Acknowledgement

I have reviewed the content of this job description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in the description, with or without reasonable accommodations.