



INFORMATION & ASSISTANCE SPECIALIST

DEFINITION: Under the supervision of the Senior HELP LINE Supervisor and Vice President of Programs and Services, provides information/assistance regarding a wide variety of issues primarily by phone or through presentations and mails service information as requested.

I. MAJOR DUTIES

A. Information and Assistance

1. Provide information and assistance, including mailed literature to individuals who contact the SHL during weekday hours and on-call
2. Screen individuals to determine needs and appropriately refers to services or agencies including intake for Area Agency on Aging programs; provides advocacy as needed; provide follow-up calls to individuals per program procedures
3. Provide initial screening and intake for SAIL program and transfer intakes to the case management provider
4. Distribute AAA brochures and directories to social service agencies, hospitals, libraries, and other key organizations
5. Maintain a current directory of service organizations, benefit and entitlement information, housing options and other information relevant to the elderly population
6. Update the AAA Resource Directory semi-annually or as needed
7. Participate in community health fairs and civic events for the purpose of community education and information
8. Collect information from other organizations for distribution by Area Agency on Aging, Region One

B. Community Relations

1. Develop liaisons with other social service agencies and organizations
2. Give presentations on Area Agency on Aging, Region One services to civic groups, churches and agencies
3. Update and maintain Caregiver Resource Zones

C. Reporting

1. Log all request for information and prepares monthly report including call statistics, unmet needs and mailed resource materials
2. Identification, research and development of unmet needs

II. OTHER DUTIES

- A. Other duties as assigned by the Information and Assistance Supervisor
- B. Staff must perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service

III. QUALIFICATIONS

Bachelor's or Master's Degree in Social Work or closely related degree required; minimum 2 years direct services experience in human service/social work; bilingual preferred (Spanish); good writing and oral communication skills; shared on/call responsibilities; minimum local travel; Spanish/English bilingual preferred; ability to drive and availability of personal vehicle, driver's license and automobile insurance; ability to lift 25 lbs. Must have a valid Level One Fingerprint Clearance Card.