

**NEW RIVER VALLEY AGENCY ON AGING
JOB DESCRIPTION**

POSITION TITLE: AGING & DISABILITY RESOURCE SPECIALIST

SUPERVISED BY: Aging and Disability Services Supervisor

CLASSIFICATION (FLSA): Non-Exempt, Full-Time

JOB SUMMARY: A direct service position with the primary emphasis on effectively screening an individual's need for social and health services (i.e. Agency on Aging programs, public benefits, information and referral) and entering and tracking data in Agency software system.

JOB REQUIREMENTS:

- This position requires confidentiality in the handling of all client files, both paper and electronic, as outlined in the Agency's Privacy Protection Policies & Procedures.
- The person in this position is a mandated reporter of suspected abuse and neglect.
- The person in this position must have the ability to safely lift up to 50 pounds of materials and/or supplies as needed.
- The person in this position must have a valid driver's license and be able to drive within the New River Valley and outside of the New River Valley as needed for job related work.
- The person in this position is subject to criminal background checks and pre-employment drug screenings.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR POSITION:

- Knowledge of the principles of social work.
- Knowledge of the financial, social, physiological, nutritional and psychological impacts of the aging process.
- Knowledge of community resources, public benefits criteria, and consumer rights.
- Knowledge of the issues confronting older adults and individuals with disabilities.
- Ability to learn the services and programs offered by the Agency on Aging.
- Ability to communicate effectively with persons of different socioeconomic backgrounds.
- Ability to conduct effective screening and interviews.
- Ability to effectively use the Agency's electronic assessment tool.
- Ability to work independently as well as with groups.
- Ability to compose correspondence and reports.
- Ability to maintain accurate program files and records, both paper and electronic.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain an effective working relationship with associates, human service agencies, the medical community and the public.

- Ability to learn the geography of the 4th Planning District.
- Ability to prepare statistical reports as needed.
- Skills in problem solving.
- Ability to perform computer functions; primarily but not limited to use of Microsoft Word, Excel, PowerPoint and specific software used to capture client information.

EDUCATION AND/OR EXPERIENCE LEVEL:

- A two-year or four-year degree in human services or equivalent experience as determined by the Agency on Aging.
- A minimum of one year experience working with older adults and/or individuals with disabilities.
- Knowledge about the issues confronting older adults and individuals with disabilities.
- Good listening, interviewing and communication/interpersonal skills.
- Any equivalent combination of acceptable education and experience.
- Strong computer skills.

DUTIES:

- Take referrals for older adults and individuals with disabilities in need by responding to telephone calls, walk-in or e-mail inquiries from family and friends, social service and community agencies, hospitals and physicians.
- Research community resources and programs available to provide current and needed information to best meet individual needs.
- Maintain a listing of resources obtained (and are not included in Senior Navigator) that can be utilized by all Agency staff.
- Assesses the needs of potential clients for health and social services.
- Maintain timely documentation in electronic client file.
- Refer clients to other needed social and medical services as appropriate.
- Assist with obtaining and maintaining current consent forms and other documentation needed for transportation services.
- Participate in all Peer Place related trainings and meetings.
- Participate in staff meetings.
- Ongoing professional development (trainings, seminars, in-services).
- Assist services staff with obtaining and documenting client information related to service needs, as requested by ADS Supervisor (upload consents, upload attachments, client follow-up regarding service change, etc.).
- Other duties as assigned.

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07/2020