



Position Description

Position: Aging Specialist/Information and Assistance

Reports to: Regional Director

Supervises: Team/None

FLSA: Non-Exempt

Updated: 05/10/2024

Position Summary: As part of a team, this position provides information and assistance regarding services and support for older adults and caregivers. Such provision of information is primarily by phone and occasional in-person interaction with the public. The Information and Assistance position also requires communication with professionals and organizations to keep accurate information and updates to a statewide assessable database of a broad range of aging services to consumers and the community

Responsibilities and Duties:

- Receive, screen, and triage incoming calls to Lifelong Links and NEI3A main phone number regarding services available for older adults and individuals with disabilities, their families, and caregivers in a polite, efficient, and professional manner.
- Provide person-centered support while offering a full range of private and publicly funded long-term care service options to inform, educate and address consumer needs.
- Respond to consumer needs with problem solving skills and make referrals internally within NEI3A or to external resources as necessary.
- Uses resources and consumer tracking databases to search for services, retrieve information, and document consumer contacts and follow up with consumers.
- Complete all required intakes and documentation of consumer interaction in Wellsky.
- Ensure accurate information through maintaining a comprehensive review and update of the Wellsky provider database (Web Resource Center).
- Complete established tracking method for Medicaid Administrative Claiming.
- Complete ongoing continuing education.
- Complete and submit all required reports on a timely basis.
- Regular attendance as scheduled.
- Will administer and assist with other NEI3A programs within the agency as applicable.

Required Skills, Knowledge, and Abilities:

- Strong interpersonal skills to relate to diverse cultures, elderly and persons with a disability and their caregivers.
- Excellent verbal communications skills
- Knowledge of programs and services available for older adults, persons with disabilities and caregivers.
- Consumer assessment skills with the ability to determine needs through fact finding and make decisions through independent judgment of options.
- Ability to work with confidential consumer information and follow consumer confidentiality policy.
- Knowledge of personal computers and ability to operate computer software.
- Recognize when a caller is experiencing a crisis and provide appropriate assistance and referral.
- Creativity and problem-solving skills.
- Attention to detail in maintaining accurate consumer and provider records in a computer database.
- Ability to work both independently and as part of a team.

Required Qualifications:

- Bachelor's or higher degree in social work or human service field, or an associate degree in humans service field with 2 years related experience.
- Two years of employment experience with individuals overcoming health, psychological, or economic challenges.
- Criminal and abuse registry background check required.
- Must complete program specific training approved by Iowa Department on Aging within 30 days of employment.
- Must complete Mandatory Reporter training required within 6 months of employment.
- Must Complete Inform USA certification within 6 months of employment (or when eligible) and participate in ten hours of continuing education for recertification every two years.

Required Travel

- Under normal public health conditions, some travel will be required, approximately quarterly. An employee in this position may be required to travel to national conferences, national meetings, and in-person team meetings.
- Occasionally may be required to drive your own vehicle or agency owned vehicle to support program activities.

Physical Demands:

- Essential functions of this position include working with and around other staff; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and clients in person and over the phone; finger dexterity/touch for typing filing etc.

- While performing the duties of this job, the employee is required to use computers and computer systems (including hardware and software) enter data, or process information for extended periods of time.
- Employee in this position may be required to travel distances and ascending /descending stairs, standing, bending, and stooping, including but not limited to accessing consumer homes as required
- Should possess the ability to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently.

Work Environment

- This is an office based/hybrid/telecommuting position with office space available in Iowa, if desired.

Core Values

- **Dedication – Committed to fulfilling our mission with integrity and passion.**
- **Excellence – Pursing greatness in all we do**
- **Innovation – Embracing change to meet evolving needs.**
- **Collaboration- Building diverse partnerships for maximum impact.**
- **Person- Centered – Empowering individuals and respecting their perspectives.**

NEI3A is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination based on race, skin color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or any other characteristic protected by applicable law. NEI3A believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

In compliance with the Americans with Disabilities Act, NEI3A provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the NEI3A.

Employee Signature _____ Date _____

Northeast Iowa Area Agency on Aging, Inc. is an Equal Opportunity Employer