



## Northeast Iowa Area Agency on Aging

### Position Description

**Position: Aging Specialist/Information and Assistance**

**FLSA: Non -Exempt**

**Reports To: Regional Director**

**Updated: 3/23**

**Supervises: N/A**

#### **Position Summary:**

As part of a team, this position provides information and assistance regarding services and support for older adults and caregivers. Such information is provided 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.

*The following responsibilities are representative of recurring tasks. These are not to be construed as exclusive or inclusive. Other duties may be required and assigned. These responsibilities must be performed satisfactorily with or without accommodation.*

#### **Essential Responsibilities:**

- Receive, screen, and triage incoming calls to Lifelong Links and NEI3A's 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, document consumer contacts and follow up with consumers.
- Complete all required intakes and documentation of consumer interaction in Wellsky.
- Ensure accurate information by 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, the 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 the independent judgment of options.
- Ability to work with confidential consumer information and follow consumer confidentiality policy.
- Knowledge of personal computer and ability to operate the 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 human services field with two years related experience.
- Two years of employment experience with individuals overcoming health, psychological, or economic challenges.
- Criminal and abuse registry background check is required.

**Required Travel**

- Occasional travel within the service area for training, participation in community events, and/or another agency programming as needed.
- Employees in this position must hold valid driver's license and proof of insurance.

**Physical Demands:**

- Essential functions of this position include working with and around other staff and consumers; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and consumers in person and over the phone; finger dexterity/touch for typing filing etc.
- While performing this job's duties, the employee must use computers and computer systems (including hardware and software) to enter data or process information for extended periods of time.
- Occasionally may be required to attend training out of service area or out of state.

**Work Environment:**

- Noise level in the work environment is moderate.
- Must be able to tolerate frequent interruptions and multi-task.
- **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 Alliance of Information and Referral Systems (AIRS) certification within 6 months of employment (or when eligible) and participate in ten hours of continuing education for recertification every two years.**

I have read and understand this explanation and job description.

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Employee Signature

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Date

Northeast Iowa Area Agency on Aging is an Equal Opportunity Employer