

ISLAND SENIOR RESOURCES JOB DESCRIPTION

PROGRAM / DEPT:	Aging & Disability Resources (ADR)
TITLE:	Resource Specialist
REPORTS TO:	Director of Aging & Disability Resources, Nicole Donovan
LOCATION:	Telework from home with regular home visits to clients on Camano Island
FLSA STATUS:	Full-time
SCHEDULE:	Monday – Friday, 8:30am – 4pm
SALARY RANGE:	\$19.62 - \$24.50 / hour – depending on experience and qualifications
BENEFITS:	Benefit eligible. See end of job description for details.
TO APPLY:	Send appl, resume, and cover letter in a <u>single</u> PDF to Nicole.Donovan@dshs.wa.gov
DEADLINE:	Open until filled

- Please carefully review this Job Description for minimum requirements and qualifications.
- For questions regarding the position or application you may call:
- Position will be a part of our Island County team. Offices are located in South Whidbey, Oak Harbor, and Camano Island. This position may share offices at the Oak Harbor and Bayview Center.

ABOUT OUR ORGANIZATION

Founded in 1973, Island Senior Resources is the primary provider of resources for older adults in Island County. We provide an array of programs critical to the health and wellbeing of seniors, adults with disabilities, and their caregivers.

Our Mission: To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

Our Vision: Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, cared for and about, afforded respect, treated with dignity, and supported to live their best life.

ISR is a 501c3 non-profit that partners with the community, local governments, and the Northwest Regional Council to deliver federal and state programs. For more information about our programs and services visit: www.senior-resources.org.

ISR is an Equal Opportunity Employer. We strongly encourage women, people of color, LGBTQ persons, people of different levels of physical ability, and all qualified persons to apply for this position.

POSITION SUMMARY

Aging & Disability Resources (also known as Senior Information & Assistance) is a Washington State program designed to assist older adults, adults with disabilities, adults with functional impairments, and those who care for them to identify, understand, and effectively access available resources.

We strive to help individuals maintain independence in their own homes and communities for as long as possible, postponing, reducing, or eliminating the need for institutional care. Our staff provide outreach, information, and assistance on services, products, opportunities, and resources that support the needs and goals of our clients.

The Aging & Disability Resources program is often a frontline for intervention. We develop relationships with local community partners to promote awareness, receive referrals, identify high-risk individuals, and engage underserved populations.

We assess client needs, screen for services, navigate resources, facilitate referrals, provide assistance, and develop care plans to ensure safety and wellbeing of each client.

ESSENTIAL JOB FUNCTIONS

- **Provide information to individuals, families, or groups**
 - a. Respond to all client inquiries and requests for information in a timely manner.
 - b. Provide impartial and accurate information on the services, products, and/or community resources available to clients.
 - c. Promote autonomy and independence. Encourage each client to make informed decisions regarding their care and services.
- **Screening and Assessment**
 - a. Conduct intake interviews to screen clients for services. Client interviews may be conducted via telephone, office visit, and home visit.
 - b. Assess client needs, abilities, income, and resources.
 - c. Evaluate clients' cognitive, behavioral, and functional abilities to determine need for support.
- **Referrals**

Refer clients to appropriate services based on needs and eligibility such as:

 - a. Make crisis/mental health referrals for clients who appear to have serious mental health concerns which may need immediate attention.
 - b. Makes Adult Protective Services (APS) referrals as necessary.
 - c. Facilitate referrals for long term care or other services as appropriate.
- **Assistance**
 - a. Provide consultation, assistance, coordination, advocacy and support to ensure that clients are able to acquire the services or care they need.
 - b. Provide timely follow-up with clients to ensure that needs are met and problems are resolved.
 - c. Evaluate success of services and referrals to determine if further services are needed.
 - d. Provide ongoing follow-up to individuals deemed high-risk.
- **Record maintenance**
 - a. Maintains client files with accurate information.
 - b. Provide detailed case notes of work performed for the client.
 - c. Maintains strict confidentiality regarding client information and client interactions in accordance with HIPAA and all federal, state, and agency policies and practices.
 - d. Compiles information and reports as requested.
- **Community Education & Outreach**
 - a. Coordinate presentations, events, or other opportunities to expand the awareness and understanding of services, resources, and programs available for seniors, adults with disabilities, and caregivers.
 - b. Develop collaborative relationships with agencies, providers, and community partners.
 - c. Participate in public education events and provider training sessions.
 - d. Facilitate "Gatekeeper Training" for agencies and businesses as requested.
 - e. Identify and engage with underserved or high-risk populations.
 - f. Seek and develop opportunities to serve individuals that might not otherwise have access to our services.
- **Resource Library**

Under the direction of the program Manager:

 - a. Make information available to individuals and communities through a variety of communication channels (handouts, web sites, etc)
 - b. Update Resource Library and handouts annually.

- c. Contact providers as needed to update information.
- d. Organize resources in accordance with the AIRS Taxonomy.
- e. Develop and distribute written materials and handouts.

Education/Experience

- a. B.A. in social work, human services, social sciences, or related; AND
- b. Minimum two years of experience in human services.
- c. Experience providing services to older adults and people with disabilities is preferred.

Knowledge, Skills, and Abilities:

All staff must have demonstrated skills commensurate with their job responsibilities at time of employment; or have the potential to achieve required skills and knowledge through training.

- Strong written and verbal communication skills.
- Ability to manage several tasks at one time with repeated interruptions.
- Must have excellent problem-solving, organization, and time management skills.
- Ability to meet regular deadlines.
- Must have strong technology skills with the ability to learn new programs quickly and efficiently.
- Must be proficient with standard software programs including Microsoft Office, internet, and email.
- Ability to operate standard office equipment including phones, copiers, fax machines, etc.
- Demonstrated ability to work both independently and in teams.
- Demonstrated ability to learn and master new information and responsibilities.
- Ability to maintain effective relationships with co-workers, volunteers, and community partners.
- Ability to triage client needs, assess client's strengths and weaknesses, and match clients with appropriate services.
- Ability to interpret complicated programs and eligibility requirements public and private services.
- Ability to effectively communicate in difficult situations, including calming people, discussing unpleasant options, and dealing with emotional people.
- Ability to demonstrate respect, patience, tact, and good judgement when working with clients.
- Demonstrated ability to maintain client confidentiality.
- Must demonstrate cultural competency and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.

Required

- Familiarity with local community resources.
- Experience assessing and triaging client needs.

Preferred

- Knowledge of aging, long term care, and family caregiver issues.
- Knowledge of Alzheimer's and dementing disease processes.
- Knowledge of Medicaid and Medicare.
- Familiarity with DSHS services and application process.
- Familiarity with discharge planning.

Special Requirements

Work schedule requires occasional evenings and weekends as needed. The position requires regular travel other ISR offices, local community meetings, and client homes.

- Must have valid driver's license, reliable vehicle, and appropriate liability insurance.
- Must pass a Washington State Patrol Criminal History Background Check every 2 years.
 - The information is used to determine the person's character and suitability to perform the position.
 - Individuals with disqualifying crimes as defined in RCW 43.43.830 and 43.43.842 cannot be hired.

- Must complete state-required trainings upon hire including:
 - HIPPA, confidentiality, & IT Security
 - Awareness, Person-Centered Options Counseling, and Mental Health First Aid
 - Must become AIRS (Alliance of Information and Referral Systems) Certified during the second year of employment.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work is performed in an office environment, public locations, and visits to client homes. The office environment might include a shared workspace and might be fast-paced with frequent interruptions. Potential hazards might include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics, significant local travel, driving in inclement weather, second-hand tobacco smoke, aggressive animals, and exposure to contagious diseases.

Sufficient mobility is required for the use of office equipment, such as computers or laptops, telephones, files and copiers, as well as for performing in-home assessments of clients, which might have limited accessibility. Potential exposure to repetitive stresses due to a prolonged use of computers/laptops. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) might be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

QUALIFICATIONS CHECKLIST

	Yes	No
1. I have a Bachelor's Degree in social services or related field.		
2. I have 2+ years experience working in human services.		
3. I have experience providing services to older adults and people with disabilities.		
4. I am familiar with local community resources.		
5. I have experience completing client assessments and care plans.		
6. I have experience triaging client needs, assessing client's strengths and weaknesses, and matching clients with services.		
7. I am familiar with aging, long term care, and family caregiver issues		
8. I have the ability to develop and present information to groups of people.		
9. I am able to pass a Washington State Patrol Criminal History Check.		
10. I have a valid WA State Driver's License and have a reliable vehicle.		
11. I have strong computer and technology skills.		
12. I am comfortable meeting in clients' homes.		
13. I am familiar with HIPAA regulations and can maintain strict client confidentiality.		
14. I can effectively communicate in difficult situations, including calming people, discussing unpleasant options, and deal with emotional people.		
15. I exhibit cultural awareness and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.		

16. I am capable of managing my time and tasks in a fast-paced environment with frequent interruptions.		
17. I am a self-starter who can initiate and maintain relationships with community partners, including the Camano Center staff and volunteers.		

EMPLOYEE BENEFITS SUMMARY

Updated: May 2019

Health Insurance

Employees who work 30 or more hours/week are eligible for health insurance. Our insurance plan is Premera. The employee contribution is currently \$93.09 per paycheck for 1 enrollee. Fees vary for dependents and families. Those who opt out of our insurance plan and have other coverage will receive a monthly stipend up to \$210 to cover that premium (with proof of coverage).

Vision Insurance

Employees who work 30 or more hours/week are eligible for vision insurance through VSP. You may enroll yourself, any independents or the whole family even if they are not covered by our health insurance. The monthly fee varies currently from \$5.89 for a single enrollee to \$15.42 for a family.

Life Insurance

Employees who work 20 or more hours/week are eligible for life insurance at no cost to the employee.

AFLAC

Employees may choose to enroll in various supplemental policies through AFLAC. Cost varies with each policy.

Travel Reimbursement

Mileage for any required travel will be reimbursed at the current government mileage rate.

Cell Phone Stipend

Certain positions which require extensive travel or home visits will receive a \$25/month cell phone stipend.

PSLF

Island Senior Resources meets the Public Service Loan Forgiveness (PSLF) definition of a public service organization.

*****Island Senior Resources does not offer retirement plans or dental insurance.**