



Island Senior Resources
JOB DESCRIPTION

PROGRAM / DEPT:	Aging and Disability Resources (ADR) / Social Services
TITLE:	Aging & Disability Resources Specialist
REPORTS TO:	Manager, Aging & Disability Resources
LOCATION:	Hybrid: Office space available at Oak Harbor and Bayview
FLSA STATUS:	Non-Exempt, 40 hours per week
SCHEDULE:	Full-Time ; Monday through Friday
WAGE:	Starting wage \$24.68/hour DOE
BENEFITS:	Eligible for medical insurance. See list of other benefits below.
TO APPLY:	Send application, resume, and cover letter in a single PDF to: katheryn@islandseniorservices.org *Applications received without the three required documents will not be considered. Link to application is here: ISR-Employment-application-1.pdf (senior-resources.org)
DEADLINE:	Open until filled

- Please carefully review this job description for minimum requirements and qualifications
- For question regarding the position or application you may call: 360-321-1600

ABOUT OUR ORGANIZATION: Island Senior Resources provides essential resources for seniors and adults with disabilities, their families, and caregivers, throughout Island County. ISR is the only private nonprofit in northwest Washington that provides the array of resources we do. For more information about our programs and services visit: www.senior-resources.org.

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, care for and about, afforded respect, treated with dignity, and supported to live their best life.

Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We are only partially funded by government sources.

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.



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 (*based on needs and eligibility*)**
 - 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

QUALIFICATIONS:

Minimum 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, 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 to other ISR offices, local community meetings and client homes.*
- *Must have a valid driver’s license, reliable vehicle and appropriate liability insurance.*
- *Must pass a Washington State Patrol Criminal History Background Check every 2 years. This information used to determine the person’s character and suitability to perform the position.*

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

The ADR Specialist typically works in an office environment but requires occasional travel within and outside of the area for meetings. The ADR Specialist works a 40-hour workweek but might be required to work additional hours to accommodate activities, attend special meetings, or attend other events. Applicant may be required to work from home with appropriate privacy and internet access capabilities.

Sufficient mobility is required for movement throughout the office and the use of standard office equipment such as computers, telephones, files, copier, and calculator. Lifting a minimum of 30 pounds (computers, reports, records, and so on) 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 January 2022

Sick Leave and Vacation Leave Accrual begins at hire date

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 \$100 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 dependents, or the whole family even if they are not covered by our health insurance. The monthly fee varies currently from \$6.09 for a single enrollee to \$16.04 for a family.

Dental Insurance

All employees are eligible for dental insurance through Delta Dental. You may enroll yourself, any dependents, or the whole family even if they are not covered by our health insurance. The monthly fee varies currently from \$50.20 for a single enrollee to \$162.95 for a family.

Life Insurance

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

Employee Assistance Program

All employees are enrolled in our Employee Assistance Program.

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.**