



JOB DESCRIPTION

TITLE	Aging & Disability Resources Specialist
PROGRAM / DEPT	Aging and Disability Resources (ADR) / Social Services
REPORTS TO	ADR Manager
LOCATION	In Office Bayview or Oak Harbor
FLSA STATUS	Non-Exempt, 40 hours per week
SCHEDULE	Full-Time; Monday through Friday
WAGE	\$25.38 - \$30.45 per hour DOE
BENEFITS	Twelve Paid Holidays Vacation and Sick Leave Life Insurance Health Insurance (<i>employer subsidized</i>) Public Service Loan Forgiveness Eligibility Employee Assistance Program Employee Paid Dental, Vision, and Supplemental Options Available
TO APPLY	Send your application, the attached checklist, and brief letter expressing your interest via email with 'ADR Specialist' in subject line to: susan@islandseniorservices.org . Applications can be found on our jobs page: https://senior-resources.org/employment/ . For questions regarding the position or application you may call ISR at 360- 321-1600.
DEADLINE	Open until filled

POSITION SUMMARY

Aging & Disability Resources (also known as ADR or 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. The goal of the program is 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.

ADR Specialists provide outreach, information, and assistance on services, products, opportunities, and resources that support the needs and goals of our clients. This position is the frontline for intervention. ADR Specialists assess client needs, screen for services, navigate resources, facilitate referrals, provide assistance, and develop care plans to ensure safety and wellbeing of each client. Along with serving clients, ADR Specialists also develop relationships with local community partners to promote awareness, receive referrals, identify high-risk individuals, and engage underserved populations.

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; or
- 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. The ADR Specialist 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.

ADR SPECIALIST
QUALIFICATIONS CHECKLIST

	YES	NO
1. I have a bachelor's degree in social services or related field, and/or 2+ years' experience working in human services.		
2. I have experience providing services to older adults and people with disabilities.		
3. I am familiar with local community resources.		
4. I have experience completing client assessments and care plans.		
5. I have experience triaging client needs, assessing client's strengths and weaknesses, and matching clients with services.		
6. I am familiar with aging, long term care, and family caregiver issues.		
7. I have the ability to develop and present information to groups of people.		
8. I am able to pass a Washington State Patrol Criminal History Check.		
9. I have a valid WA State Driver's License and have a reliable vehicle.		
10. I have strong computer and technology skills.		
11. I am comfortable meeting in clients' homes.		
12. I am familiar with HIPAA regulations and can maintain strict client confidentiality.		
13. I can effectively communicate in difficult situations, including calming people, discussing unpleasant options, and deal with emotional people.		
14. I exhibit cultural awareness and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.		
15. I am capable of managing my time and tasks in a fast-paced environment with frequent interruptions.		
16. I am a self-starter who can initiate and maintain relationships with community partners, including the Camano Center staff and volunteers.		



ABOUT ISLAND SENIOR SERVICES

Island Senior Resources (dba ISR/Senior Services of Island County) provides essential resources for older adults, their families, and caregivers, throughout Island County. We are the only private nonprofit in northwest Washington that provides the array of resources we do. ISR is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. For more information about our programs and services visit: www.senior-resources.org.

Our Mission

Island Senior Resources seeks to share the joys and help meet the challenges of aging in our Island County communities by providing integrated programs and services.

Our Vision

We envision an interwoven community in which aging adults and those who care for them are supported to live with dignity.

"I believe in the value of Island Senior Resources; that's why I work here. We improve lives every day for the individuals we serve. Each day when I go home, I know I have made a difference. It's more than a job; I'm doing what I believe in."

– Long-time staff member

We hire people, not just qualifications. We respect and value our differences. We ask questions and listen to points of view until we find the best answers to every challenge. We seek individuals who can work collaboratively, value input, think creatively, and bring their experience to an environment where expertise is respected, and a desire to learn and improve is encouraged.

Everyone on staff is both a mentor and a learner every day. All of us are passionate about the work we do together and how we care for each other and every person who needs our help.

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. We actively seek those with diverse backgrounds and lived experiences who might broaden/deepen our organization's range of perspective to better represent the communities we serve.

Island Senior Resources

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360-321-1600

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