



**Community Resource Specialist
Make a Meaningful Difference on Whidbey Island**

Island Senior Resources is seeking a compassionate, mission-driven professional to support and guide older adults, individuals with disabilities, and those who care for them. As a Community Resource Specialist, you'll work with clients to help them access the services and support they need to live with dignity and independence. Your expertise in human services and your commitment to helping others will directly impact the lives of neighbors across Whidbey Island every day.

If you're passionate about making a difference, thrive in a people-centered environment, and want your work to truly matter, we invite you to join our dedicated team. Be the link that helps our community thrive. Join our team!

TO APPLY

Does this position interest you?

Visit our website for more information and application instructions. www.senior-resources.org/employment/.

POSITION SUMMARY

Reporting to the Resources and Family Caregiver Support Manager, the Community Resource Specialist assists 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 for planning, accessing services, products, opportunities, and resources that support the needs and goals of our clients. This position supports clients on Whidbey Island working out of both the Langley and the Oak Harbor offices.

The Community Resource Specialist is often a frontline for intervention. We develop relationships with local community partners to promote awareness, receive referrals, identify high-risk individuals, and work to engage underserved populations. We assess client needs, screen for services, navigate resources, facilitate referrals, provide assistance, and develop roadmaps focused on client empowerment, wellbeing and safety.

WHAT WE OFFER

- \$27.00-\$30.00 per hour DOE
- Health & Vision Insurance
- Life/AD&D Insurance
- 12 Holidays
- Vacation accrues 8 hrs/mo for the first year and gradually increasing to 6.67 hrs/mo at 5 years
- Sick Leave accrual of 0.04615/hour worked (approximately 8 hours per month)
- Other paid leave available for Bereavement and Jury Duty
- Optional 401(k)
- Employee Assistance Program

ESSENTIAL JOB FUNCTIONS

- **Provide information to individuals, families, or groups**
 - Respond to all client inquiries and requests for information in a timely manner.
 - Provide impartial and accurate information on the services, products, and/or community resources available to clients.
 - Promote autonomy and independence. Encourage each client to make informed decisions regarding their care and services.
- **Screening and Assessment**
 - Conduct intake interviews to screen clients for services. Client interviews may be conducted via telephone, office visit, and home visit.
 - Assess client needs, abilities, income, and resources.
 - Evaluate clients' cognitive, behavioral, and functional abilities to determine the needs.
- **Referrals** (*based on needs and eligibility*)
 - Make crisis/mental health referrals for clients who appear to have serious mental health concerns which may need immediate attention.
 - Makes Adult Protective Services (APS) referrals as necessary.
 - Facilitate referrals for long-term care or other services as appropriate.
- **Assistance**
 - Provide consultation, assistance, coordination, advocacy and support to ensure that clients can acquire the services or care they need.
 - Provide timely follow-up with clients to ensure that needs are met, and problems are resolved.
 - Evaluate the success of services and referrals to determine if further services are needed.
 - Provide ongoing follow-up to individuals deemed high-risk.
- **Record maintenance**
 - Maintains electronic client files with accurate information.
 - Provide detailed case notes of work performed for the client.
 - Maintains strict confidentiality regarding client information and client interactions in accordance with HIPAA and all federal, state, and agency policies and practices.
 - Complies with contract and audit requirements and compiles information and reports as requested.
- **Community Education & Outreach**
 - 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.
 - Develop collaborative relationships with agencies, providers, and community partners.
 - Participate in public education events and provider training sessions.
 - Facilitate "Gatekeeper Training" for agencies and businesses as requested.
 - Identify and engage with underserved or high-risk populations.
 - 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*):
 - Make information available to individuals and communities through a variety of communication channels (handouts, web sites, etc.)
 - Update and update the Resource Library and handouts annually.
 - Contact providers as needed to update information.
 - Develop and distribute written materials and handouts

QUALIFICATIONS

Minimum Education/Experience

- B.A. in social work, human services, social sciences, or related; or
- Minimum two years of experience in human services.
- 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 for 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

- Community health experience preferred with a knowledge of aging, long term care, and family caregiver issues.
- Bilingual preferred, especially Spanish.
- 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 on Whidbey Island.

- Must have a valid driver's license, a reliable vehicle, and appropriate liability insurance.
- Must pass a Washington State Patrol Criminal History Background Check every 2 years. This information is used to determine the person's character and suitability to perform the position.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

The Community Resource 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 work week but might be required to work additional hours to accommodate activities, attend special meetings, or attend other events. Applicants 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, copiers, and calculators. Lifting a minimum of 30 pounds (computers, reports, records, and so on) might be required. The ability to hear and communicate at a sufficient level to perform the essential functions of the position is required.

WHO WE ARE

Island Senior Resources (ISR) is the primary provider of resources for seniors, adults with disabilities, and those who care for them in Island County, WA since 1972. Our mission is to share the joys and help meet the challenges of aging in our Island County communities by providing integrated programs and services. Together we envision an interwoven community in which aging adults and those who care for them are supported to live with dignity. For more information about our programs and services, visit our website: www.senior-resources.org.

WHAT WE VALUE

- We act in ways that engender trust and respect.
- We make the best use of human resources (both paid and volunteer).
- We make the best use of financial resources.
- We promote interdependence and collaboration.
- We use a decision-making process that encourages participation.
- We seek excellence in all that we do.

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. We are passionate about the work we do together and how we care for each other and every person who needs our help.

EQUAL OPPORTUNITY STATEMENT

Island Senior Resources is committed to the principles of equal employment, and we strive to enhance the diversity of lived experiences among our staff. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race (including traits historically associated or perceived to be associated with race, which include, but are not limited to, hair texture and protective hairstyles such as

afros, braids, locks, and twists), color, national origin, ancestry, religion, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability (including obesity), genetic information (including testing and characteristics), veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. ISR is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.



Community Resources Specialist

QUALIFICATIONS CHECKLIST

| | YES | NO |
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| 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, staff, and volunteers. | | |