

Valley Area Agency on Aging

Information and Assistance Specialist

Job Description

Reports To: Director of Eligibility Outreach	FLSA Status: Hourly
Salary Grade: TBD	Supervisory Responsibility: No
Department: I&A/Home Delivered Meal	Location: Flint, MI
Prepared By: Director of Human Resources	Prepared Date: August 3, 2022
Approved By: President/CEO	Approved Date: August 4, 2022

Success Goal

To be an integral component in the maintenance of a comprehensive information and referral database that ensures seniors, caregivers, and professionals have the resources they need to meet their needs.

Primary Function

Under the direction of the Director of Eligibility and Outreach, the Information and Assistance (I&A) Specialist position provides the “front door” to VAAA services and programs, also known as the Aging and Disability Resource Center. The I&A Specialist position is responsible for assisting and advising seniors, callers, visitors, etc. with information regarding obtaining appropriate programs and services, which can include the Medicaid waiver program, in-home assistance, and home-delivered meals.

Performance Responsibilities – Essential Functions (Other duties may be assigned)

1. Responsible for taking incoming calls regarding information and assistance with medical needs, in-home assistance, referrals, etc., as required.
2. Advises and informs callers/clients of programs and services, as well as qualifications for programs and services. Refers callers/clients to appropriate VAAA departments, community organizations, vendors, or others as appropriate/required.
3. Checks the answering machine and returns calls. Conducts follow-up calls as required/delegated.
4. Maintains comprehensive information and referral database. Responsible for data input into the VAAA database, as required.
5. Send out customer service surveys as needed.
6. Compiles quarterly report for Office of Services on Aging which includes waiting list statistics. Completes reports associated with Information and Referral and Home Delivered Meals.
7. Assist Information and Assistance Specialist- Social Workers and Home Delivered Meal Assessors with referrals and provide follow-up, as required.
8. Assist Home Delivered Meal callers with access to nutrition services and resources.
9. Assists with I&A projects and other needs as delegated by the Director of Eligibility Outreach.
10. Attends trainings, as required, to assist clients in meeting their needs (MI-AIRS, MMAP, MICAFAE, and Project Fresh)
11. Represents VAAA at Health Fairs and other community outreach efforts, as required/delegated.
12. Promotes and builds good working relationships with staff at VAAA. Embraces mission. Works with the team; assists whenever and wherever needed/required.

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Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications

- High School Diploma or GED

Preferred

- Associates degree in Social Work, Human Services or equivalent
- Social Work Technician Certification

Competencies

To perform the job successfully, an individual should demonstrate and/or possess the following competencies:

Knowledge of community resources	Sensitive and caring attitude
Knowledge of Medicare and Medicaid	Flexibility
Ability to work in a constantly changing environment	Strong organizational skills
Public speaking experience	Interpersonal skills
Personal effectiveness, credibility, and ethical conduct	Stellar customer service skills
Ability to speak and write clearly and concisely	Teamwork
Ability to work with a diverse group of people	Ability to multitask

Language Skills

Ability to read regular instructions, correspondence, and memos. Ability to appropriately respond to common inquiries or complaints from customers, regulatory agencies, and/or members of the business community. Ability to effectively present information in one-on-one and small group situations to the CEO, Director of Eligibility Outreach, community members, visitors, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems, define problems, collect data, establish facts, and explain problems to management.

Computer Skills

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To perform this job successfully, an individual should be proficient with Microsoft Office Suite products, emails, group messaging, data collection, VAAA software, I&A and other database and spreadsheet programs.

Certificates and Licenses

- MMAP Certified
- AIRS Certification (Mandatory)

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, stand, talk, hear, and/or use repetitive motions. The employee is occasionally required to stoop, climb, balance, pull, push, and reach. Specific vision abilities required by this job include close vision, distance vision, and depth perception. The employee must occasionally lift and/or move up to 30 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate to loud.

VAAA Equal Opportunity Employer Statement

Valley Area Agency on Aging (VAAA) is an equal opportunity employer. VAAA prohibits discrimination and harassment of any type and affords equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, pregnancy, disability, genetic information, or any other protected class.

Disclaimer - Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

Signatures

VAAA Director/Representative: _____ Date: _____

Employee Printed Name: _____ Date: _____

Employee Signature: _____ Date: _____

(Employee signature above constitutes employee's understanding of requirements, essential functions, and duties of this position)