

Project Now, CAA Job Description

Job Title:	Information & Assistance Specialist	Prepared By:	Dyer/Hart
Department:	Senior Services	Prepared Date:	January, 2020
Reports To:	Senior Services Director		
FLSA Status:	Non-Exempt		
Wage Grade:	4		

SUMMARY: To directly provide information to persons 60+ years of age about available public, private and voluntary services that meet the individuals expressed need.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as assigned.

- To provide coordination and follow-up with the appropriate resources to ensure that services are delivered.
- To assist the long-range community planning process by discovering gaps, overlaps and duplication of services.
- Interview and assess customer's needs, provides information, makes referrals, and conducts follow-up to make sure needs have been met.
- To provide information about appropriate community resources that meet their expressed need.
- Provide assistance to individuals with their needs and place them in contact with the appropriate community resources or service providers.
- Conduct follow-up activities with individuals/agencies to determine whether services have been received and the identified need met following referral.
- Complete all required monthly, quarterly, etc. reporting forms completely and correctly for department.
- Attend trainings and seminars as directed.
- Supervise outreach workers on a day-to-day basis.
- Maintain confidential customer information and provide statistical data when required.
- Assist in determining ranges of program advocacy to be undertaken.
- Help plan, implement and participate in activities sponsored by the Senior Center.
- Provide excellent customer service utilizing a high degree of interpersonal skills for both internal & external customers.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must have good written and verbal communication skills
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have reliable vehicle, valid driver's license and proof of insurability.
- Must obtain AIRS certification within 180 days of hire & become SHIP certified when class becomes available.

SUPERVISORY RESPONSIBILITIES Provides day-to-day supervisory oversight of Outreach Workers. Carries out supervisory responsibilities in accordance with Project NOW's policies and applicable laws. Include training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

EDUCATION and/or EXPERIENCE Associate's degree (A. A.) or equivalent from 2 year college or technical school; and 6 months to 1 year related experience and/or training; or equivalent combination of education & experience. Must be proficient in Microsoft Windows & Office software and be able to use keyboard, 10 key & other office equipment.

PHYSICAL DEMANDS and WORK ENVIRONMENT While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to stand, walk, and sit when dealing with clients. The noise level in the work environment is usually quiet as associated with an office environment.

Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.