

Information and Assistance Specialist Job Description

Reports to: Information and Assistance Supervisor

Information and Assistance (I & A) Specialists are professionally trained and certified to answer questions and provide information, assistance or referral to local, state and federal services and benefits available to older adults aged 60+, individuals with disabilities, and caregivers. The goal of the Information and Assistance Department is to uphold the mission of Elder Care Services by helping older adults remain safe secure and supported in the community.

Information and Assistance employees have knowledge on the following topics:

- Affordable Housing
- Assisted and Supportive Living Options
- Caregiver Services
- In Home Help Options
- Legal Issues
- Long Term Care Options
- Veterans' Services
- Medicare and Medicaid Services
- Prescription Assistance Services
- Property Tax Information
- Social Security Information
- Transportation Options
- Utility Assistance Options
- Options Counseling

Job Summary: Information and Assistance Specialists will provide older adults and their caregivers with current information on opportunities and services available within DeKalb County as well as providing practical hands-on assistance with benefit program applications.

Duties and Responsibilities:

- Responsible for identifying and assessing the needs of older adults, persons with disabilities; caregivers and grandparents raising grandchildren. Responsible for educating participants on available programs. Responsible for providing assistance in accessing such programs to meet the needs of the participant.
- Hold knowledge in a multitude of programs and services such as those listed above. Keep current in events and changes in the aging field by attending appropriate professional development trainings including those necessary to maintain current certification and state requirements.
- Maintain the digital and physical resource libraries to ensure it is both current and relevant with Elder Care Services and county resources.
- Participate in Elder Care Services outreach programming throughout DeKalb County as requested.

Knowledge, Skills and Abilities

- Ability to assess needs and manage care and services providers of older adults.
- Ability to keep accurate and timely case notes and files.
- Excellent communication skills.
- Strict adherence to standard codes of confidentiality.
- Ability to work as a team within the department and Elder Care Services.
- Ability to work professionally with outside resources as appropriate.

Credentials and Experience

- A Bachelors of Arts or Science in a health or Human Services related field or an R.N. is required.
- NIAAA's Certification in I&A Basic Skills or willingness to become certified within 1 year of hire.
- AIRS Certification for Community Resource Specialist - Aging/Disabilities within 1 year of hire.
- Senior Health Insurance Program Counselor Certification within 45 days of hire.
- Access to reliable transportation.

Other Characteristics

All Elder Care Services employees are expected to maintain a positive work environment, building a rapport with participants, co-workers and community that is courteous, attentive and indicative of professionalism. They must display a high degree of honesty, loyalty and integrity assuming full responsibilities of their duties and assignments. They must demonstrate the ownership and pride required to ensure productivity towards achieving the goals of Elder Care Services.