

Malheur Council on Aging & Community Services
Position Description

Position Title: Aging Services Specialist	Effective Date: April 21, 2022
Starting Salary: \$15.00/hour	Hours per Week: 40 hours
Position is: (X) Full Time () Part Time (X) Permanent () Temporary	
Supervisor: Senior Program Manager	Location: Onsite/In-office

Position Summary:

The Senior Specialist is responsible for the day to day implementation and delivery of services provided by the agency to older adults and their caregivers. The Senior Specialist will take a lead role in one or more Older Americans Act-funded programs and provide support to other programs as needed. The position provides information and referral assistance to individuals seeking resources to address the needs of older adults and persons with disabilities. The Senior Specialist also assists in ensuring the quality, accuracy, and effectiveness of service delivery within the department.

Position Responsibilities:

- Provides contact with participants, volunteers, and partner agencies through phone, email, home visits, or walk-in contacts.
- Assures all client records, both hard copy and digital, are maintained accurately and updated regularly in accordance with applicable program standards.
- Determines applicants' eligibility for agency services and identifies potential eligibility for programs and services offered by other agencies.
- Provides case management services to participants enrolled in agency programs, including assessing needs, coordinating and maintaining appropriate services, assisting with the assessment and documentation of continued eligibility, and documenting participant interactions and outcomes.
- Assists participants in researching, accessing, and applying for services provided by outside agencies when requested or deemed appropriate.
- Work with and coordinate volunteers to assist in service delivery. This includes processing volunteer applications and background checks.
- Develops and conducts community outreach and education activities to promote agency programs and services, communicate eligibility requirements, and support fundraising efforts, as requested by the Senior Program Manager.
- Performs other related duties as assigned by the Senior Program Manager.

Qualifications/Abilities:

- Experience working with older adults and/or adults with disabilities, must be able to relate to older adults and families under stress.
- Experience in customer relations, call management, information and referral or related field that includes phone skills and preliminary assessment.
- Ability to use Google Docs, Drive, Email, & Calendar; Microsoft Office; database experience; standard office equipment such as copiers & multi-line phone systems.
- Ability to occasionally attend evening and/or weekend meetings and out of town travel as needed/requested.
- Have a valid driver's license with an acceptable driving record.
- Demonstrated ability to work independently, locate and evaluate relevant information, and effectively identify and resolve problems.

- Able to lift up to 25 lbs. on an occasional basis.
- Have or be able to obtain a food handler's certification
- Must submit to and pass a Criminal Background Check.
- Bilingual (English/Spanish) preferred but not required.