**AREA 12 AGENCY ON AGING**

**JOB POSTING**

**JOB TITLE: ADRC Community Resource Specialist**

**IIIB I&A Resource Specialist**

**REPORTS TO: ADRC Program Manager**

**FLSA STATUS: Non-Exempt**

**SUPERVISES: Non-Supervisory Position**

**SALARY: $19.17 - $22.20 per hour**

**HOURS: 40 Hours Per Week**

**Monday – Friday 8am-5pm**

**Lunch Hour – 12noon – 1pm**

**BOARD APPROVED: October 6, 2022**

**Summary**

The Aging & Disability Resource Connection (ADRC) of the Mother Lode provides a single coordinated system for people seeking reliable information and access to Long-Term Services and Supports (LTSS). This outcome is achieved by building community partnerships, providing services using a person-centered approach, and reducing the number of barriers for accessing services. The ADRC of the Mother Lode acts as a “No Wrong Door” system which enables people of all ages, incomes, and disabilities to connect with a partner organization for access to a wide array of LTSS options in the community.

The Aging and Disability Resource Connection (ADRC) Resource Specialist will provide information and referral services to older adults, caregivers and persons with disabilities, meet with clients to complete service intakes, and provide options counseling and short-term service coordination using a person-centered approach. Will also assist with administering the IIIB Information & Assistance Program.

Employees will be assigned to one or more of the following program areas, but will be expected to be cross-trained in all areas for coverage during employee absences.

**Essential Job Functions**

* Follow the guidelines outlined in California Code of Regulations, Title 22.
* Follow the A12AA Information & Assistance Standards.
* Provide enhanced information and referrals by working with clients to identify the individual’s long and short term needs, identifying resources to meet those needs, providing referrals to identified resources, and, where appropriate, following up to ensure that a client’s needs have been met and enter data into Wellsky database.
* Take referrals from community partners and provide “warm handoffs” to streamline access to long term services and supports for people with disabilities, older adults, caregivers, and family members.
* Conduct initial phone assessment to determine client eligibility.
* Provide Person-Centered Options Counseling and Short Term Service Coordination through an interactive decision-support process.
* Work collaboratively with community partners and other organizations to develop a “No Wrong Door” system for individuals to access long term services and supports where whichever organization they contact acts as a one-stop resource center.
* Maintain and update resource file/data base by gathering, organizing, indexing and disseminating information about programs/services and the organizations that provide them.
* Adheres to strict confidentiality in accordance with Health Insurance Portability & Accountability Act (HIPPA) regulations
* Refers to Adult Protective Services (APS) any suspected case of abuse, neglect or exploitation
* Travels within the agency’s rural public service area (PSA) of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
* Interacts with the public via phone or in person in a professional and courteous manner
* Has the ability to work in a fast paced environment
* Is proficient in handling office equipment including multi-line phone system, printers, copy machines, computers and fax machines
* Is able to bend, sit, stand, walk, push/pull, handle objects, reach overhead, lift 25 pounds and occasionally up to 50 pounds, read/comprehend English, write, perform calculations communicate orally, reason, analyze and drive a car
* Develop and maintain community relationships and partnerships through ongoing outreach activities within the PSA

**Other Duties and Responsibilities**

* Occasionally exposed to moving mechanical parts and outside weather conditions.
* Consults regularly with Program Manager on program issues and issues related to clients.
* Comply with all policies and procedures established by A12AA and the California Department on Aging (CDA).
* Attend periodic training provided by CDA, and or other organizations to ensure compliance with reporting procedures and to enhance skill set.
* Assists in the training and development of new staff and volunteers when needed.
* Use of personal or agency vehicle for agency business as needed.
* Completes other duties as assigned.

**Supervisory Responsibilities**

None

**Education and Experience**

Bachelor’s degree in related field desirable; or two years related experience and or training; or equivalent combination of education and experience. Must have knowledge, experience and training in working with the adults and people with disabilities.

**Other Skills**

To perform this job successfully, an individual shall be proficient in Microsoft Office applications specifically MS Word and Excel. Must be highly motivated, organized, possess strong English written and verbal communication skills and basic math skills.

Ability to become conversant in the Olmstead Decision and Americans with Disabilities  
Act as well as the Older Americans Act.

**Certificates, Licenses, Registrations**

Possession of a valid California driver’s license and proof of valid automobile insurance for reliable vehicle.

Completion of Options-Counseling Certification is expected within the first year of employment.

Completion of AIRS Certified Information & Referral Specialist in Aging (CIRS-A) credentialing is expected within the first year of employment.

Area 12 Agency on Aging is an Equal Opportunity Employer. No applicant for employment with A12AA shall be subjected to discrimination because of race, color, sex, (including gender, gender identify, gender expression, transgender, pregnancy, and breastfeeding), national origin, religion, physical or mental information, sexual orientation (including heterosexuality, homosexuality, and bisexuality), citizenship status, or martial and parental status. The Area 12 Agency on Aging complies with the American with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individual on the basis of disability.