

Community Action Program of East Central Oregon (CAPECO)

Job Description

Position:	Information & Referral Specialist
Supervised by:	Program Manager and Director of Programs
Department:	Independent Support Services
Classification:	Regular Full Time
Position Status:	Non-Exempt
Location:	The Dalles
Range/Salary:	Range 10 - \$2,517/month
Benefits:	Health, Dental, RX, Vision, FSA, Life Insurance, 401K Plan, Vacation, Sick and Holidays

HOW TO APPLY:

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at CAPECO-WORKS.ORG. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return the completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or hr@capeco-works.org. Please send it attention Human Resources if you are sending by mail.

POSITION OVERVIEW:

The Information and Referral Specialist provides specialized information and assistance to seniors, people with disabilities and family caregivers (including grandparents raising grandchildren) and veterans by assessing needs, identifying resources most appropriate to fit their needs, screening for specific program eligibility, triaging with other service providers to ensure successful delivery of services, and following up with those clients who are particularly vulnerable. This position is responsible for a variety of public information and education work, and to serve as community liaison for assigned program areas.

ESSENTIAL FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Answer ADRC calls during normal business hours and ensure voicemail access when busy and after hours. Return phone messages within one work day during a normal work week.
- Gathering information, determining needs and providing referrals to agency or community services to help meet identified needs.

- Documenting contacts and actions and maintaining case records in accordance with federal, state, and local policy.
- Following-up on referrals to ensure connections are made, providing advocacy for customers when needed ensure successful delivery of services.
- Managing crisis situations involving the client, reporting possible protective service issues and providing initial information to assist the investigator and assisting client in accessing emergency services as necessary.
- Maintaining client confidentiality and performing duties in accordance with the national standards for information and referral of the Alliance of Information and Referral Systems (AIRS), the Older Americans Act, and the Oregon Revised Statutes and administrative rules.
- Being proficient in the use of a web-based call module for both resource information and client documentation, understanding and utilizing the AIRS-required taxonomy of health and human services, and knowing and meeting the AIRS certification standards.
- Ensuring information in the ADRC online database is current for all counties served by verifying the resources listed to ensure the services and information is still relevant and performing research and analysis of potential resources that need to be added to the database.
- Identifying, authenticating and assessing new and existing community resources and eligibility requirements in order to provide accurate and appropriate service assistance by researching online, collaborating with community partners, and by receiving feedback from consumers or providers.
- Providing efficient and accurate data entry of information.
- Actively participate in information and referral workgroups and committees to ensure seamless, single entry access among all contact points in the system.
- Coordinating exhibits and help prepare for CAPECO participation in community events (neighborhood fairs, resource events, etc.).
- Develop and distribute informational pamphlets, brochures, educational material and literature related to specific services and programs.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the job.

- Associate degree in related field or 3 years comparable experience and training or equivalent combination of education and experience.
- Bi-lingual: English and Spanish preferred.
- Must have the aptitude and latitude to interpret information and develop a course of action appropriate for each individual.
- Ability to become AIRS Certified within 2 years of employment.
- Ability to learn and effectively use ADRC web-based software.
- Ability to perform research and verify accuracy.
- Knowledge of agency services and program eligibility.
- Ability to exhibit good decision making and problem solving.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 50 pounds.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position
- CAPECO is a drug free workplace and pre-employment screening will be required.
- Must possess a valid State Driver’s License and insurable driving record is required

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above. I realize the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

SIGNATURE

DATE