

TITLE: Senior Information Specialist

REPORTS TO: Senior Programs Coordinator

QUALIFICATIONS:

1. AA, BA, or BS in related field, RN, LPN, or High School Diploma with experience as defined by the Illinois Department on Aging.
2. AIRS certification or obtainable within two months of employment.
3. Experience working with senior citizens preferred.
4. Demonstrates good communication and public relation skills and is capable of providing public presentations.
5. Is capable of performing outreach and public awareness activities in the community.
6. Requires the ability to maintain records and make accurate written reports. Computer knowledge required.
7. Is willing to remain current in program related areas through attendance at on-going program continuing education and is capable of applying knowledge when working with clients.
8. Is willing to remain current with community resources available to all citizen regardless of age and be able to maintain a resource data base.
9. Must be a licensed driver with an automobile that is insured and is in good working order. Proof of current automobile insurance is required.

SUMMARY OF JOB DESCRIPTION

The Senior Information Specialist is responsible for the Coordinated Point of Entry which is an integrated access point where consumers receive information and assistance, assessment of needs, care planning referral, assistance in completing applications, authorization of services where permitted and follow up to ensure that referrals and services are accessed. It will provide basic information to clients, their families and the general public on aging topics as well as disability issues. Other responsibilities will include outreach activities as well as scheduling and presenting of public presentations to educate the public in the bi-county area of services available, enrollment deadlines, and referral options.

**RESPONSIBILITIES AND DUTIES**

Responsibilities of the SIS will include, but not be limited to, the following:

1. Obtain program specific training to obtain expertise in the areas of community resources available to an individual in the community. Training will be in accordance with program grant requirements and areas to promote expertise in the area of Senior Information Services and Coordinated Point of Entry (CPoE). This will include but not be limited to Medicare coverage, Medicaid Benefits, Circuit Breaker, energy assistance and utility issues, drug coverage programs for individuals, or other requests for financial needs or community services.
2. Through training, obtain and maintain AIRS certification required by the program.
3. Demonstrate the ability to apply program knowledge through providing information, assistance, referrals and support to the older adult needing services.
4. Encourage older person to participate in senior programs.
5. Provide follow up activities to ensure needs are being met.
6. Be responsible to schedule and advertise community informational meetings and presentations on services that are available to seniors that is understandable and factual to the general public.
7. Work with community groups to promote service utilization.
8. Maintain a working relationship and written agreements with local disability-related information providers, as well as the major human service providers.
9. Maintain complete record documentation in accordance with program guidelines and submit information monthly as required for billing.
10. Demonstrate computer knowledge by maintaining a comprehensive data base to be utilized for the CPoE program.
11. Performs other duties as required or assigned.

WORKING CONDITIONS

1. General office environment.
2. Community and home environment
3. Exposure to infectious diseases.
4. In and out of automobile.
5. Exposure to individuals with altered mental status, poor housing conditions, and animals.