

Oak Park Township
JOB DESCRIPTION

CLASS. TITLE:	Senior Services Information & Assistance Specialist	
DEPARTMENT:	Senior Services	FLSA: Non-Exempt
DIVISION:	Town	DATE: rev. 09/20
REPORTS TO:	Office Manager	

Job Summary

As a member of the Front Office team of the Senior Services department, this position is responsible for responding to Oak Park and River Forest Townships residents' requests for information and services in a professional manner. When necessary, this position answers the telephone, greets the caller and provides information as necessary; greets visitors and provides general clerical support as requested.

Essential Job Functions

1. Acts as an advocate for seniors and their family members and other local residents to assist them in meeting their needs.
2. Performs research and provides information to seniors, their families or referral agencies through telephone contact, printed information, face-to-face contact and electronic means.
3. Promotes the rights of each older person; provides the client with full information regarding the services available; allows the client to voice a grievance without discrimination or reprisal, maintains confidentiality and respects client's property and right to privacy.
4. Compiles participant information, enters it into tracking system, and ensures that accurate information and assistance units are input into database to be reported to AgeOptions.
5. Provides backup assistance to answer incoming telephone calls, connects caller to correct extension, or takes message as needed.
6. Consistently updates and replenishes printed and electronic information for the department in an organized and professional manner.
7. Serves as primary resource for staff and participants on programs and resources available for older adults in the local community and is able to refer to necessary state and federally funded providers outside of the area.
8. Performs general clerical duties: sorts and collates documents, copies and maintains supply of documents, prepares mailings, and data entry.
9. Provides Options Counseling to older adults, people with disabilities, family member, and caregiver to allow them to make informed decisions about long term supports that promote independent living.
10. Collaborate on the planning, organizing, and writing of the quarterly newsletter. Compiles information from other departments to submit their information in a timely manner to effectively market programs and services.
11. Oversees/ conducts periodic satisfaction surveys by phone to help evaluate programs
12. Serves as Volunteer Coordinator for the agency.
13. Attends meetings and various training seminars and conferences as required.
14. Performs other duties and manages special projects as assigned.

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Material and Equipment

- Miscellaneous office equipment; i.e. – computer, fax, phone, copier, etc.

Minimum Qualifications

Education and Experience:

- BS, BA, BSW degree from an accredited university, or equivalent required; with two years of experience in the social services field preferred.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

License(s) and Certification(s):

- CIRS-A Certified Information and Referral Specialist; completes recertification as necessary
- Illinois ADRC Certificate Program; completes recertification as necessary
- AgeOptions certification as Options Counselor

Knowledge, Skills, and Abilities:

Knowledge of:

- Office terminology and procedures.
- Data and word processing applications.

Skill In:

- Data entry
- Verbal and written communication.
- Interacting with the public, demonstrating tact and sensitivity to needs of the aged and disabled.

Ability to:

- Maintain confidentiality.
- Maintain professional composure and take action when confronted with difficult situations.

Physical Abilities:

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 20 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.