

**POSITION: Senior Information and Assistance Specialist**  
**GRADE: 6N**  
**CODE:**

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**FLSA: Non-Exempt**  
**DATE: 3/01; revised 12/09**

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**POSITION SUMMARY:** Provides information on County services available to seniors age 60 and over; assesses needs, arranges community services, and provides follow-up and/or evaluation as required; performs all other duties as assigned.

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**ESSENTIAL FUNCTIONS:**

1. Provide information regarding County services available to seniors, including employment, safety, finances, nutrition, transportation, housing, health, and others;
  2. Assess needs of clients, arrange services, and follow up to ensure that needs are met;
  3. Provide referrals to other appropriate agencies as necessary;
  4. Develop and maintain resource guide for caregivers of seniors;
  5. Establish staff outreach sites outside of County senior centers;
  6. Provide insurance counseling;
  7. Conduct home visits as directed;
  8. Maintain working relationships with other agencies and resource providers, both public and private;
  9. Gather and record statistical data regarding program use;
  10. Provide educational presentations to seniors and their caregivers on available services;
  11. Report to work as scheduled or directed;
  12. Perform all other duties as assigned.
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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of all County services and programs available to seniors and ability to communicate such information to seniors and their caregivers and families;
  2. Knowledge of and ability to assess geriatric needs and services;
  3. Knowledge of the community, civic, professional, fraternal and social organizations and other resources available to facilitate program goals;
  4. Working knowledge of the standard practices and procedures of program planning;
  5. Ability to communicate effectively both verbally and in writing;
  6. Ability to maintain accurate records;
  7. Proficiency with computer operations to include Microsoft Office Software and other related software;
  8. Strong organizational skills.
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**REQUIRED EDUCATION AND EXPERIENCE:**

1. Bachelors Degree in Gerontology OR a related field from an accredited college or university;
2. One (1) or more years experience in providing human services information, working with a senior population, or a related field;
3. OR Associates Degree in Gerontology or a related field from an accredited college or university, and two (2) or more years experience in providing human services information, working with a senior population, or a related field;
4. Valid Driver's License.

**PHYSICAL ENVIRONMENT AND CONDITIONS:** Work requires no unusual demand for physical effort. Exposure to various types of bodily fluids (i.e. coughing, sneezing, urine, etc.) which may contain illnesses possibly contagious (i.e. hepatitis, influenza, etc.) is likely.

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meetings and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.