

Senior Services Specialist

The Senior Service Specialist is responsible for information and assistance, assessment of needs, care planning, referrals, assistance in completing applications, authorization of services where permitted and follow up to ensure that referrals and services are accessed. These responsibilities are completed by phone and face to face visits with older adults, adults with disabilities, caregivers and grandparents raising grandchildren. The Senior Service Specialist conducts community outreach activities, such as presentations on services in coordination with the Community Health Educator when needed.

Duties and Responsibilities

1. Provide education and assistance through SHIP and complete required SHIP documentation and reporting.
2. Provide for the Coordinated Point of Entry for all clients, assessing their needs, making referrals, developing care plans and following up to ensure clients are getting the services they need and to encourage follow-through to accomplish goals established through an action plan and/or discussion guided by the client.
3. Maintain complete record documentation in accordance with program guidelines and submit information as required for billing.
4. Maintain a working relationship and written agreements with local aging and disability related providers, as well as the major human service providers.
5. Maintains current information with respect to the services and opportunities available to the population served.
6. Organize and prioritize caseload to meet required standards of the Older American's Act and standards placed by ECIAAA.
7. Assist and back up the Community Care Coordinator, Caregiver Advisor, and Adult Protective Services Caseworker.
8. Maintain all required certifications.
9. Perform other duties as assigned.

Education and/or Experience

Must have a BA or BS in a related field, RN, LPN, or High School Diploma with experience as defined by the Illinois Department on Aging. Experience working with older adults preferred. Must have AIRS certification or obtainable within one year of employment. Must have excellent communication, organizational, and decision-making skills. Must have the ability to work with diverse groups. Must have prior experience with Microsoft Office.

Certifications (obtain and maintain)

- CPR
- SHIP
- Community Care Program
- NIMS (as required)
- Adult Protective Services
- AIRS

Requirements

Must have dependable vehicle for use during work hours, valid Illinois Driver's License, and appropriate auto insurance. Must be physically able to get in and out of a car many times per day in all types of weather and be able to adapt in a positive manner to various client living conditions (i.e., poor environment, animals)

Working Conditions

General office environment. Community and home environment. Possible exposure to infectious disease. In and out of automobile. Exposure to individuals with poor housing conditions, animals, and/or possible altered mental status.

Continuing Education

Expected to participate in appropriate agency continuing education required by the Administrator and as well as program guidelines. Additional continuing education is encouraged with approval.