



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: RESOURCE SPECIALIST DATE OPENED: 03/02/2018

DEPARTMENT: AGENCY ON AGING CLOSING DATE: 03/23/2018

If you have any questions about this position vacancy, call: (406) 758 - 5737

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non Union

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 14.37 per Hour

TEMPORARY

SALARY AT:

1 YEAR STEP: \$ 14.85 per Hour

2 YEAR STEP: \$ 15.54 per Hour

3 YEAR STEP: \$ 15.86 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

SEE ATTACHED JOB DESCRIPTION. Additional Information:

Please see attached job description for full details.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:

https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title: Resource Specialist	Job Code: 04570
Department: Area IX Agency on Aging	Pay Grade: Stnd 17
Reports to: Program Manager	FLSA Status: <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: The Area IX Agency on Aging (AOA) assist adults age 60 or older and people who have disabilities to lead independent, meaningful and dignified lives, by providing direct services, contracting for services, and networking with the community to locate services. The Information and Assistance Program provides individuals with information and assistance to access AOA services, public benefits and other community-based services.

Job Summary: This position provides a range of services to older adults and people with disabilities, including general needs assessments; eligibility determination and intake for AOA services; education about and assistance to apply for Medicare, Medicaid and other public benefits, assistance to access local community-based services; problem-solving regarding services or benefits; and planning for future aging needs. This position also provides information and assistance to families or caregivers of older adults and people with disabilities to help them learn about and access needed supports as well as participates in general community outreach and education about aging issues and services.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Provide information on pertinent support and services to older adults, people with disabilities, caregivers and the general public
- Identify client needs through interviews and the use of risk assessment tools; make home visits
- Perform eligibility determinations and intakes for AOA services, make arrangements with contracted providers for service delivery and monitor client use of and satisfaction with services provided
- Assist individuals to understand and access Medicare plans, Medicaid and/or other public benefits; assist with the completion and submission of applications as needed; follow-up to ensure benefits are received
- Assist clients to access local community-based services
- Problem-solve with clients to resolve issues with current services or benefits;
- Contact other service providers or federal/state agency representatives as needed on clients' behalf
- Complete internal documentation and data entry including client intake forms, case notes, releases of information and risk assessments
- Work with and help manage Information and Assistance Program volunteers

- Conduct Medicare and other topical workshops; assist in AOA's general outreach and education efforts
- Provide Options Counseling and/or other planning assistance related to the aging process and future support needs

Non-Essential Functions:

- Perform other duties as assigned including but not limited to attending staff or safety meetings, providing backup for other staff, etc

Physical Demands and Working Conditions:

- Work is performed in an office environment and in clients' homes
- The position requires operation of a motor vehicle in a variety of weather conditions
- The employee is constantly required to use hands to handle objects and to keyboard
- Frequently required to sit, talk, write, listen and read
- Frequently required to climb stairs, walk, climb, balance, and reach with hands and arms
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception
- The employee is infrequently required to lift and/or move up to 25 pounds

Supervision Exercised: The primary function of this job is not in a supervisory capacity.

Knowledge, Skills, and Abilities:

Knowledge of:

- Common concerns/needs of older adults, people with disabilities and caregivers
- Medicare, Medicaid and other public benefits typically available to older adults, people with disabilities, veterans and caregivers, including eligibility and application processes
- Local community services, including eligibility and application processes
- Effective interviewing and assessment techniques
- Microsoft Office, including Outlook, Word, PowerPoint and Excel

Skills and Abilities to:

- Attend training and pass annual Information and Assistance certification exam
- Communicate effectively, both verbally and in writing
- Interact in a pleasant, professional and respectful manner with clients, families and caregivers, other service providers, volunteers and the general public
- Work closely with contracted agencies to ensure high quality service delivery and monitor service usage
- Accurately and professionally document work, including case notes, and perform required data entry into multiple systems in a timely way
- Establish and maintain effective working relationships with supervisor, co-workers and colleagues
- Work efficiently and effectively in a fast-paced environment

- Exercise independent judgment and decision-making in completing daily tasks

Education and Experience:

Two years' experience providing information, assistance and/or other services to older adults, demonstrating knowledge of public benefits and community supports; or coursework or training in social work or a related human services field; or any equivalent combination of experience and training which indicates possession of the knowledge, skills, and abilities listed.

ACTION	DATE	REFERENCE
Adopted	8/01/90	Commissioners' Minutes
Revised	6/15/00	Commissioners' Minutes (Salik recommendations)
Revised	07/01/14	HR Salary Recommendation Transmittal Signed 05/28/2014
Revised	2/16/16	Commissioners' Minutes
Adopted	06/19/2017	Position Grade Changes Effective 7/1/2017 (FY18)