



## **Senior Resource Program Specialist**

**Status: Non-exempt**

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### **DEFINITION**

Performs varied professional tasks designed to educate and assist people with resources to meet their needs in community based programs. These activities include researching, identifying and providing information about human services, maintaining electronic and manual resource files, assisting with accessing services available in the community.

### **ESSENTIAL DUTIES**

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Researches, defines and identifies resources that support people with disabilities, seniors and veterans of any age in the community.
2. Conducts information and assistance activities designed to link people with the services they need; receives telephone calls and visitors; assesses need and makes referrals; may provide direct assistance to and advocacy for clients. Provides follow-up activities to assure clients are receiving appropriate services.
3. Co-maintains comprehensive resource information, including resources specific to community based clients. May develop or assist in developing systems for storing and retrieving information. May participate in updating and maintaining Information systems.
4. Assists others in locating and using information and materials, including assisting users of the resource center.
5. Maintains program records; compiles, summarizes and arranges data and materials for reports. Documents work time on timesheet. Prepares reports for administration and others.
6. Participates in community relations and other outreach activities, which may include the following: Presenting information to individuals, groups and organizations. Establishing and maintaining productive working relationships with individuals, organizations and groups. Attending or conducting meetings which support achievement of the program's mission and objectives. Representing the program or agency on committees, task forces and so on.
7. Confers with the Program Manager or with other I and A staff and the Executive Director to plan, organize, monitor and evaluate program activities.
8. Practices positive teamwork (i.e. practices collaboration and open communication; embraces diversity; is open to change and continuous improvement; encourages and empowers others to achieve).
9. Conducts data collection, reporting and assists with program evaluation to ensure quality assurance processes and attainment of goals for other agency programs.

### **SUPERVISION RECEIVED**

Works under the general direction of the Program Manager.

### **SUPERVISION EXERCISED**

May act as a team leader for special projects, which may include paid and volunteer workers.

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### **WORKING RELATIONSHIPS**

The work entails interacting with varied Council on Aging and Missoula Aging Services staff as well as diverse older adults; people with disabilities of any age; representatives for consumers, others within the Montana human services networks, staff of community agencies, varied human service, medical, legal and other professionals as well as other members of the general public. All work is performed in a team environment.

The Ravalli County Council on Aging is an Equal opportunity Employer.

### **WORKING CONDITIONS**

The work is performed primarily in an office setting and may include visiting clients in their homes. The work requires moderate travel within Ravalli County and some travel to Missoula County. The use of a personal vehicle is required. The work may occasionally require the lifting of up to 25 pounds.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. They are typical and not necessarily absolute. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit and climb or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

### **QUALIFICATIONS**

*Knowledge:* Knowledge of disability rights and the Americans with Disabilities Act. Knowledge of service coordination and community resources for persons with disabilities and aging support services, including SSI/SSDI, Medicare/Medicaid, vocational rehabilitation, housing subsidy programs, energy assistance, food stamps and other relevant benefits programs.

Working knowledge of professional information and referral principles and practices. General knowledge of the social dynamics of disability and aging. Working knowledge of human service resources within Ravalli County. General knowledge of the Alliance of Information and Referral Systems (AIRS) standards. General knowledge of skills training components related to independent living.

*Skill:* Considerable skill in conducting assessments to provide information and assistance. Above-average skill in organizing information and things. Considerable skill in oral communication and public speaking. Average skill in written communication. Demonstrated analytical thinking skills. Demonstrated organizational skills. Average skill in the operation of a personal computer and common computer applications including Microsoft Word and Microsoft Outlook. Average skill in operating basic office equipment (fax machine, printer, etc.) Considerable skill in establishing and maintaining effective working relationships with diverse individuals, groups and organizations. Considerable skill in networking and liaison activities. Average skill in scheduling, assigning and monitoring work. Proven skill in simple to moderately difficult negotiations. Above-average conflict management skill.

*Ability:* Ability to successfully attain Montana certifications in the following areas: Ombudsman, Reverse Annuity Mortgage, Information and Assistance, and the State Health Insurance and Counseling Program.

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Ability to work within a team concept using a prescribed approach. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints. Ability to work with general supervision. Ability to travel for work-related purposes when necessary. Reliable source of transportation.

*Education and Experience:* The preferred knowledge, skills and abilities described above are typically acquired through the completion of a relevant Bachelors degree (e.g. human services, social work, psychology, nursing, gerontology) and two (2) years of relevant experience OR a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience. Experience working independent of direct supervision and in the community. Experience working with plans, policies and procedures of an organization; following regulations of local, state, and federal agencies.

**COMPETENCY**

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

*Safety and Security:* Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**PERSONAL ATTRIBUTES**

It is essential for this position to be open-minded and flexible with regard to work to be performed. This position will require a great amount of self-motivation, self-direction and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing clients. Must be willing to assist other co-workers as needed. Teamwork and flexibility are essential to this position and to the company.

It is essential that the person in this position understand the policies and procedures as set out by management, and work as a team member for the good of the company. This position will be cross-trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Ravalli County Council on Aging and the employee.**

**I acknowledge receipt of job description, and have read and understand the duties outlined above.**

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_