



## INFORMATION AND RESOURCE REFERRAL SPECIALIST JOB DESCRIPTION

### POSITION SUMMARY

The Information and Resource Referral Specialist is one of the most integral positions at the Council on Aging of Central Oregon. This individual is often the first contact between tri-county seniors and their loved ones and local, state, and federal resources. In this client-facing role, applicants must be able to communicate effectively in-person, through email, and on the phone.

The full-time position is housed in the new Senior Services Center in Bend, but also requires travel throughout the Central Oregon area to provide information and referral services to older adults and community partners. This position is a great opportunity to build meaningful connections and make a tangible difference for individuals and the community at large.

### HOURS

Monday-Friday 8:00am-4:30pm.

### COMPENSATION

The salary for this position is between \$22-\$24 per hour depending on experience. Council on Aging offers a complete benefits package, including health, dental and vision care; a 403(B) retirement plan, generous paid time off, an Employee Assistance Program, and more.

NOTE: DUE TO THE VULNERABILITY OF THE POPULATION WE SERVE, ALL EMPLOYEES OF THE COUNCIL ON AGING MUST BE UP-TO-DATE ON COVID VACCINATIONS AND BOOSTERS.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Answer phone and email inquiries from seniors, their loved ones, and community partners
- Meet with walk-in clients to identify and assess needs
- Provide comprehensive and accurate information enabling the client to choose the most appropriate resource(s)
- Respond to each client in a professional, non-judgmental, and culturally-appropriate manner
- Advocate for clients when appropriate and within scope
- Provide information and resource services at Central Oregon sites as needed, such as local senior centers
- Record service information for use in reports and in-home database
- Ensure proper recording and reporting of client information into the Aging and Disability Resource Connection system and Getcare systems
- Update and maintain the Aging and Disability Resource Connection and Getcare databases
- Learn and stay current on local and regional service providers and resources
- Make presentations to community groups to promote the Council on Aging
- Attend local networking meetings and tabling events
- Attend and participate in regular staff meetings and training opportunities to enhance skills and learn about new community resources



**MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Bachelor's degree in Human Service related field of study, or two or more years of related experience in human service, non-profit, or other related field preferred, or sufficient combination of education and experience.
- Bilingual preferred
- Excellent customer service
- Proficient in problem resolution
- Ability to actively listen and respond to people in need
- Open and flexible communication style
- Strong organizational, planning, and time-management skills
- A commitment and ability to work with people from diverse educational and cultural backgrounds
- Respect for traditions, values and lifestyles of all clients
- Excellent written and oral communication skills
- Proficient in MS Office Suite, data entry, and basic office equipment

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**To APPLY**

Please send a resume and cover letter to [hr@councilonaging.org](mailto:hr@councilonaging.org)