



INFORMATION AND RESOURCE SPECIALIST POSITION DESCRIPTION

Would you like to make a difference in the lives of Central Oregon seniors? Give back to your community in a rewarding and meaningful way? Work with other staff members that share your passion? If these align with your professional and personal goals, working as an Information and Resource Specialist at the Council on Aging of Central Oregon could be the perfect position for you.

POSITION SUMMARY

The Information and Resource Referral Specialist connects local seniors, their loved ones, and organizations to community resources. This position also assists in building, updating, and maintaining the database of resources. This person must communicate effectively, both orally and in writing, with all organizational levels. This is a client facing position with the opportunity to build meaningful connections and make a difference in the community. The Information and Resource Referral Specialist works in the Council on Aging's Senior Services Center in Bend, Oregon. This position will report directly to the Information and Resource Supervisor.

HOURS

The schedule is Monday-Friday 8:00am-4:30pm.

COMPENSATION

The salary for this position is between \$22-\$26 per hour depending on education and 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide resources and information with clients via phone calls and emails
- Meet with walk-in clients to identify/assess needs and provide appropriate resource information
- Respond to each client in a professional, non-judgmental, and culturally-appropriate manner, providing accurate information enabling the client to make informed decisions
- Record service information for use in internal and external reports and databases
- Ensure proper recording and reporting of client information into the Aging and Disability Resource Connection (ADRC) system
- Consistently update and maintain the Aging and Disability Resource Connection (ADRC) database
- Participate in activities to obtain federal matching funds
- Maintain comprehensive understanding of local and regional human service providers and resources



- Attend and participate in regular staff meetings and training opportunities to enhance skills and learn about new community resources
- Provide Information and Resource services at community events and partner sites as needed/directed by supervisor

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
- Proficient in MS Office, data entry, and office equipment (e.g., telephone, headset, 10-key or calculator, computer, FAX machine, printer/copier)
- Strong organizational skills
- Strong time-management skills
- Ability to actively listen and respond to people in need
- A positive commitment and ability to work with people from diverse educational and cultural backgrounds
- Respect traditions, values and /or lifestyles of clients
- Be open and flexible in communication
- Proficient in customer service, and problem resolution
- Excellent written and oral communication skills
- Excellent organizational, planning, and prioritization skills
- Excellent interpersonal skills
- Computer proficiency, database knowledge a plus

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

Send resume and cover letter to dcochran@councilonaging.org